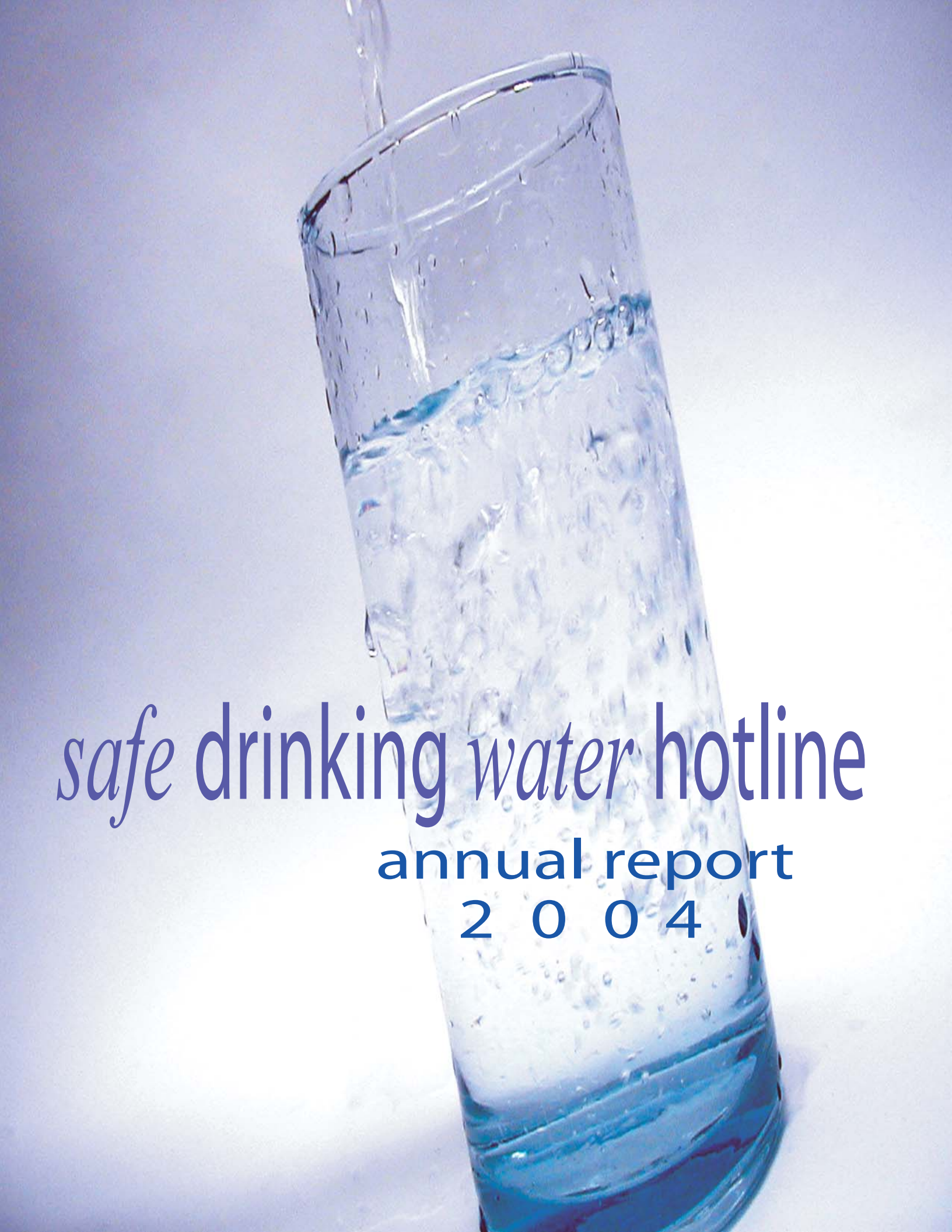

safe drinking *water* hotline

annual report 2004

Fiscal Year 2004
Annual Report

October 2003 – September 2004

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Safe Drinking Water Hotline
National Toll-free No.: (800) 426-4791

See past monthly reports at
http://www.epa.gov/safewater/hotline/reports.html

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Under Contract #GS-10F-0090J

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Introduction

The Safe Drinking Water Act (SDWA) is the national law that ensures the quality of America's drinking water and furthers EPA's mission to protect human health and safeguard the environment. The Act, as amended in 1996, requires the U.S. Environmental Protection Agency (EPA) to provide a toll-free hotline that consumers can call to obtain accurate and real-time information about annual water quality reports and drinking water contaminants (42 U.S.C. 300g-3, Section (4)(A) and (4)(B)). The Safe Drinking Water (SDW) Hotline, operated by Booz Allen Hamilton, provides this essential public outreach service for EPA's Office of Ground Water and Drinking Water (OGWDW), the office that is responsible for implementing the SDWA. The Hotline also answers questions about federal drinking water regulations and standards, source water protection, and the Underground Injection Control (UIC) program. **In fiscal year 2004 (FY 2004), the Hotline responded to 15,488 phone calls and 2,574 e-mail inquiries which, in aggregate, resulted in more than 25,000 questions.** These inquiries came from a diverse audience including public water systems (PWSs), federal, state and local governments, businesses, and citizens. These inquiries reflected several "hot topics" and initiatives, including the following:

- *Bottled Water* – Many consumers of bottled water contact the SDW Hotline for information regarding the safety and quality of bottled water. To efficiently assist callers with their questions and concerns the SDW Hotline staff developed a series of questions and answers about bottled water.
- *Consumer Confidence Reports* – The Hotline experienced its annual increase in the volume of calls and e-mails related to the nationwide distribution of the consumer confidence reports (CCRs). The increase in inquiries was primarily during the months of June and July.
- *Hurricane Related Water Emergencies* – The Hotline fielded numerous calls concerning this year's busy hurricane season. Hotline staff coordinated with OGWDW personnel to provide current information to prepare for drinking water emergencies and provide appropriate referrals (e.g., Federal Emergency Management Agency) for additional home water disinfection and storage guidance.
- *Lead in District of Columbia's Drinking Water* – The Hotline worked closely with OGWDW and EPA Region 3 personnel to disseminate accurate information to address DC residents' concerns regarding elevated levels of lead in the drinking water. Information incorporated various topics including how to have water tested for lead, special precautions that should be taken by DC residents, and relevant contact information for concerned customers.
- *Vulnerability Assessments and Emergency Response Plans* – The Hotline continued to receive questions regarding community water system requirements resulting from the passage of the Public Health Security and Bioterrorism Preparedness and Response Act of 2002. Several due dates, dependant on system size, for certifying and submitting vulnerability assessments and for certifying emergency response plans elapsed during FY 2004. The Hotline received questions primarily about proper submission procedures and submission deadlines.

The SDW Hotline's staff of safe drinking water regulatory experts responded to an average of 102 questions each operating day of FY 2004, providing real-time assistance to Hotline users' questions regarding regulatory and policy clarifications, document requests, and referrals for additional sources of information. Questions were received from federal and state officials, non-governmental organizations, local public water system operators, and consumers, among others. Additionally, Spanish-speaking staff responded to over 70 requests for drinking water information from Spanish-speaking individuals. Information Specialists recommended thousands of documents, and processed requests for hard copies, provided over 13,000 referrals to relevant agencies and organizations (when inquirers required information beyond the purview of the Hotline), and drafted 83 formal Questions and Answers and 47 Federal Register summaries.

The Hotline's mission of providing quality technical assistance continues to be enhanced through technological advances and operational improvements. The SDW Hotline phone system now offers callers several new self-

serve options intended to provide useful information and reduce the hold time required to reach an Information Specialist. During this fiscal year, over 12,000 callers opted to hear recorded messages about consumer confidence reports, local drinking water quality and tap water testing for public water system (PWS), and drinking water quality and tap water testing for household well owners. Over 3,500 callers seeking information about private household wells had the option of a direct transfer to the Water System Council's Wellcare Hotline.

In addition, The SDW Hotline now offers a choice for callers to select a citizen's line for general inquiries and a technical line form more in-depth questions regarding SDWA regulations and programs. Over 12,000 callers selected the citizen's line and about 3,400 callers selected the technical line.

In order to provide real-time outreach service to water professionals, regulators, and the general public the Hotline must maintain the most current information and consistently strive to understand each caller's needs and interests. The SDW Hotline report, *Water Lines*, is published in response to those needs. *Water Lines* contains typical questions answered by Hotline staff, abstracts of pertinent Federal Register entries, call and e-mail statistics, caller profiles, and water facts. The FY 2004 Safe Drinking Water Hotline Annual Report is a review of the cumulative statistics, trend analyses, Questions and Answers, and Federal Register summaries gathered from the *Water Lines* reports.

Note: The SDW Hotline will be transitioning from 12 monthly issues of *Water Lines* to three quarterly issues of *Water Lines*. Information from the fourth quarter of each fiscal year will be incorporated into the annual report, which is a cumulative review of the fiscal year. To facilitate the transition to the new publication schedule, this FY 2004 annual report is designed to match the new publication guidelines. No monthly issues of *Water Lines* were published for the fourth quarter of FY 2004 (i.e., July, August, September) but this annual report includes information gathered from the fourth quarter as well as an addendum of statistics for that time period. Beginning with FY 2005, the Hotline will publish three quarterly reports and an annual report for each fiscal year.

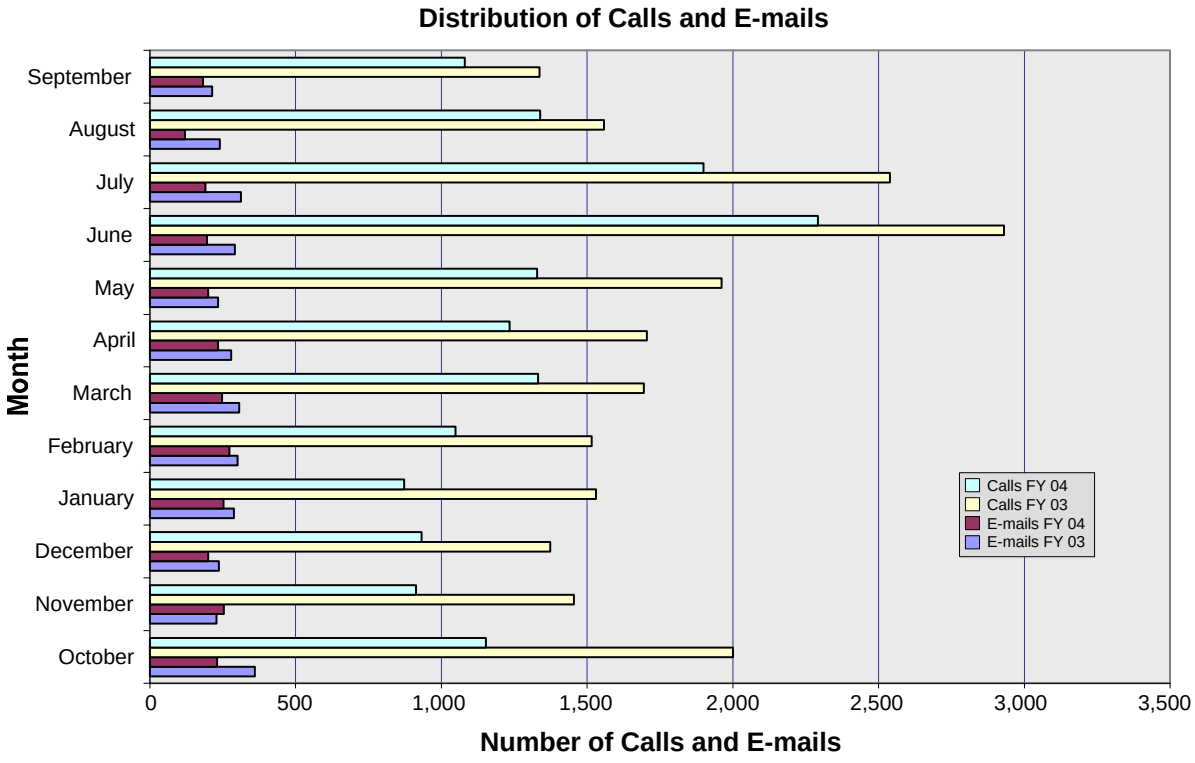
Hotline Annual Statistics Summary

The Safe Drinking Water Hotline answers questions, via telephone and e-mail, related to the Safe Drinking Water Act and the National Primary Drinking Water Regulations. Hotline Information Specialists also assist customers in accessing relevant regulations, Federal Register notices, and EPA guidance documents, via Internet and in hard copy, and provide helpful referrals for questions beyond the Hotline's purview. Additionally, the Hotline offers its services in both English and Spanish. **During FY 2004, the Hotline responded to 15,488 telephone calls and 2,574 e-mails.** A single call or e-mail often generated multiple questions, and **a total of 25,601 questions were answered by the Hotline in FY 2004.** Detailed statistics of the breakdown in the types callers and the topics of questions they asked are included in the Appendix of this report.

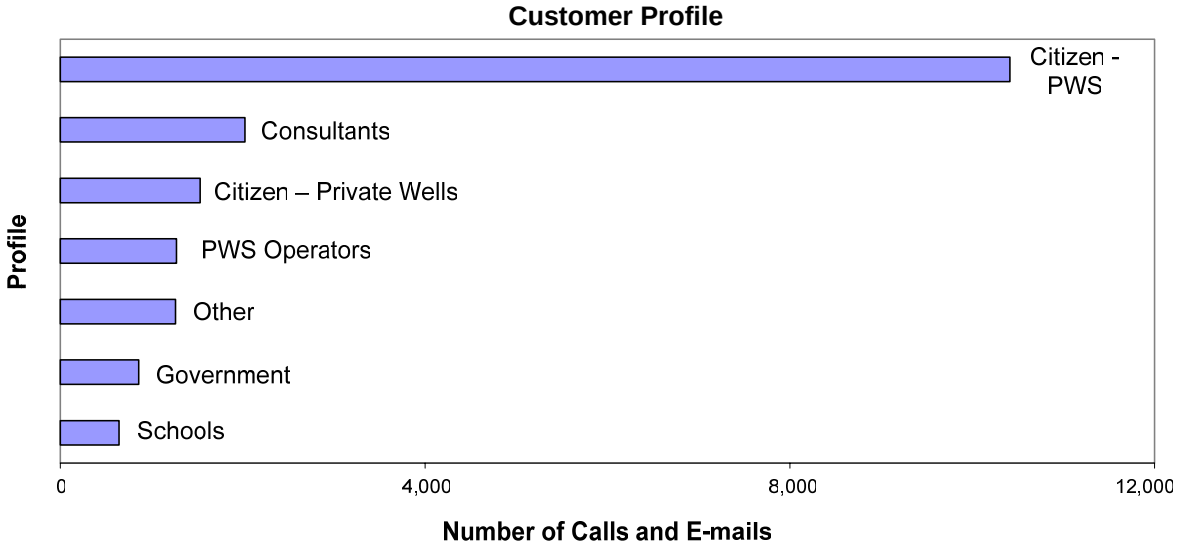
Calls and E-mails Comparison: The inquiry volume for FY 2004 is lower than the total inquiry volume received during FY 2003. This is possibly attributed to an increase in the use of the Internet to obtain documents and general information as well as increased familiarity with consumer confidence reporting and a decrease in significant regulatory development over the past year.

Inquiry Mode	FY 2004	FY 2003
Calls	15,488	21,602
E-mails	2,574	3,304
Total	**18,062**	**24,906**

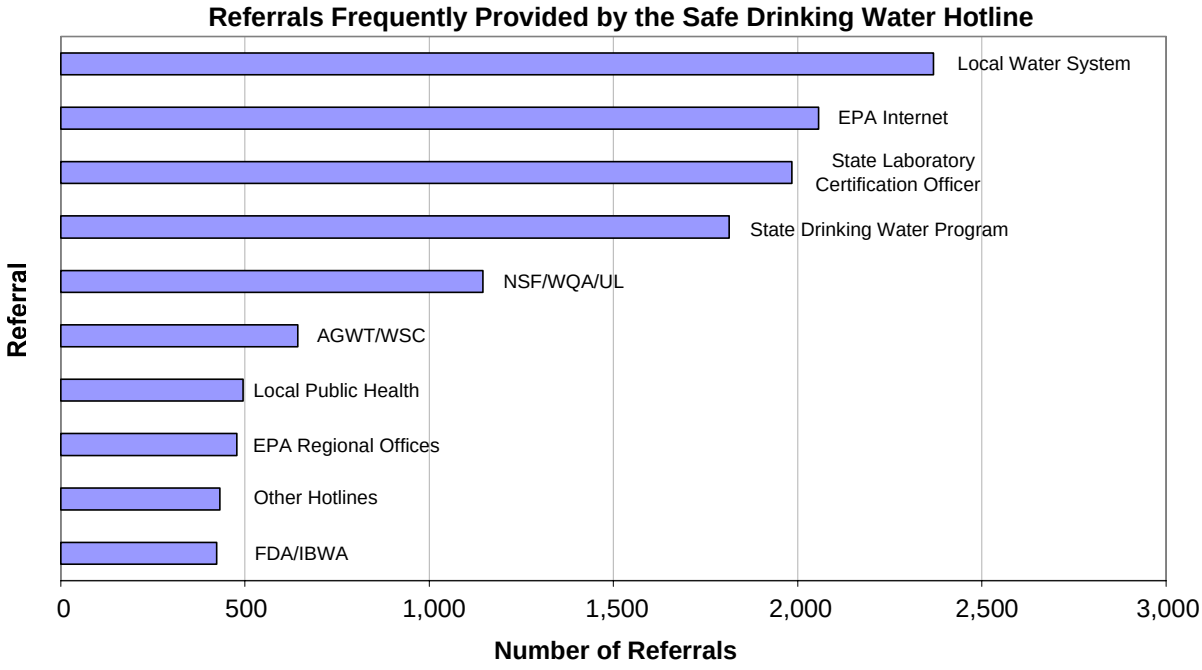
The following chart illustrates the distribution of calls and e-mails in FY 2004, compared to FY 2003. While the number of e-mails received each month remained fairly steady, the total number of calls peaked in June and July due to the annual distribution of consumer confidence reports.



Customer Profiles: As illustrated by the chart below, the Hotline serves a diverse group of customers. Of the 18,062 calls and e-mails received during the FY 2004, **the largest category of Hotline customers, by far, are citizens who obtain their drinking water from public water systems**. Citizens are followed by consultants, citizens who obtain their water from a private household well, PWS operators, others, government officials, and academic institutions. The "other" category in the chart below includes analytical laboratories, people who accessed the Hotline from other countries, environmental groups, individuals who communicated with Hotline staff in Spanish, medical professionals, and news media representatives.



Top Ten Referrals: Referrals are often provided when questions require input from state and local water programs, not-for-profit organizations, or other federal agencies. In FY 2004, the Hotline provided over 13,000 referrals including, EPA's Web site for frequently requested documents, state laboratory certification offices for questions regarding tap water testing, and local water systems for water system specific information. The top ten referrals are displayed below.



Top Ten Topics: Year after year, certain issues, such as local drinking water quality and tap water testing, consistently top the list of the most frequently discussed topics at the Safe Drinking Water Hotline. The table below lists the ten topics that were most frequently discussed with Hotline callers and via e-mail during FY 2004.

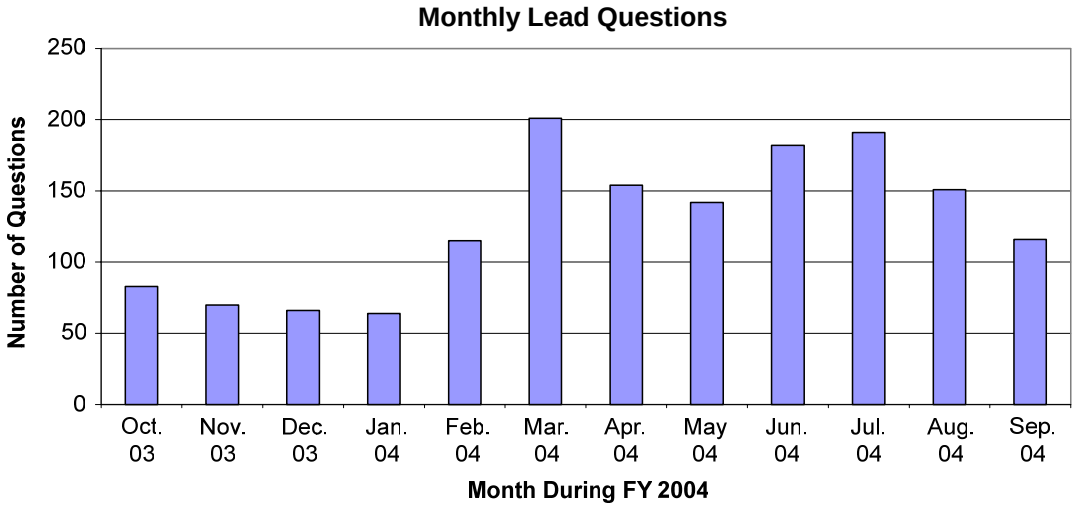
Topic	Questions (phone & e-mail)	Percent of Total Questions
Local Drinking Water Quality	3,468	14
Tap Water Testing	2,501*	10
Consumer Confidence Reports	2,054	8
Lead	1,535	6
Home Water Treatment Units	1,106	4
Household Wells	1,062	4
MCL List	932	4
Complaints About PWSs	894	3
Coliforms	813	3
Other EPA	792	3

* Citizens who obtain their drinking water from private household wells asked 14 percent of the tap water testing questions.

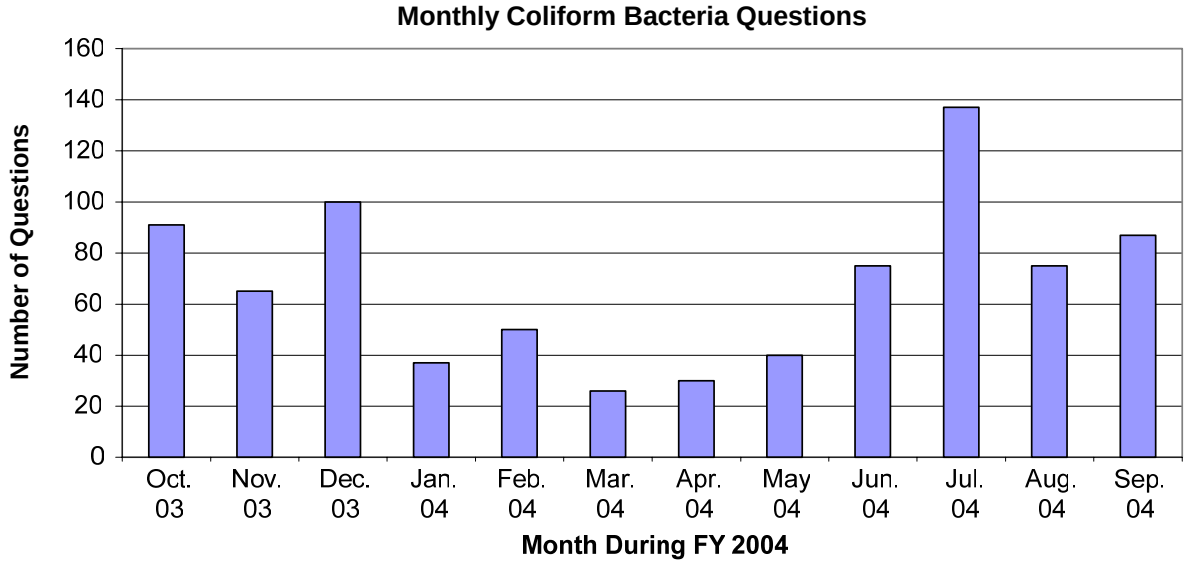
Annual Trends

The Hotline staff gathers general statistical data on the calls and e-mails to which it responds. These data, combined with the staff members' insight and observations, provide a unique opportunity to identify and analyze trends in the number and types of Hotline inquiries. Some examples of these trends are illustrated below.

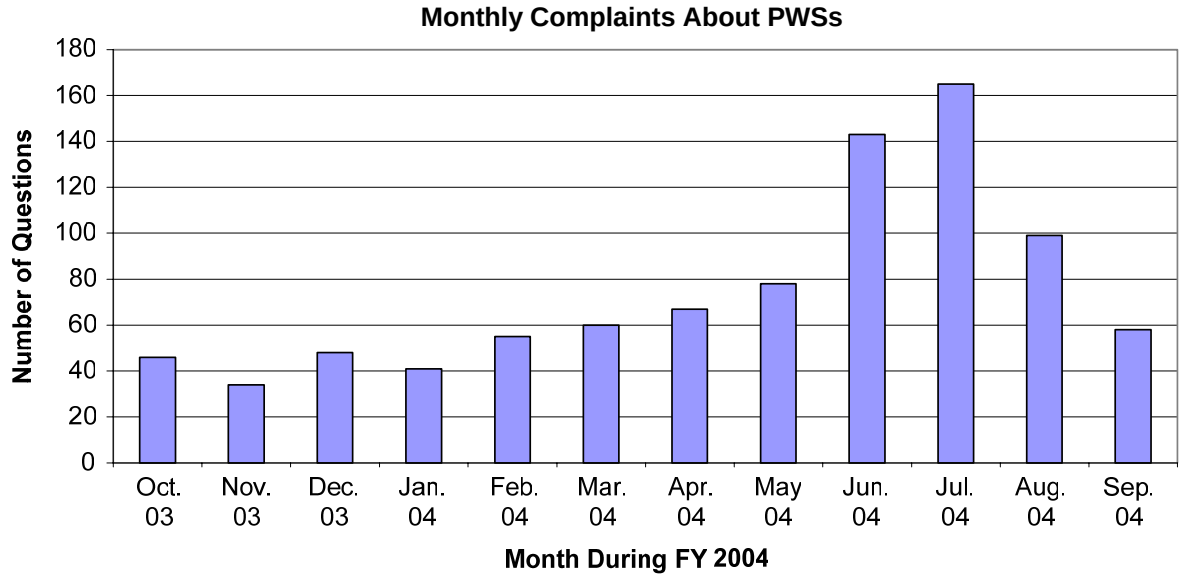
Lead Questions: Questions about lead in drinking water are consistently among the most frequently asked questions of the Hotline. The particularly high volume of lead questions received in March 2004 was influenced by questions from residents of the District of Columbia metropolitan area. Callers were concerned about recent news that tap water in portions of the District of Columbia had elevated levels of lead. The spikes in lead questions during June and July 2004 can be attributed to the nationwide distribution of CCRs, which include specific language about lead as a contaminant of concern.



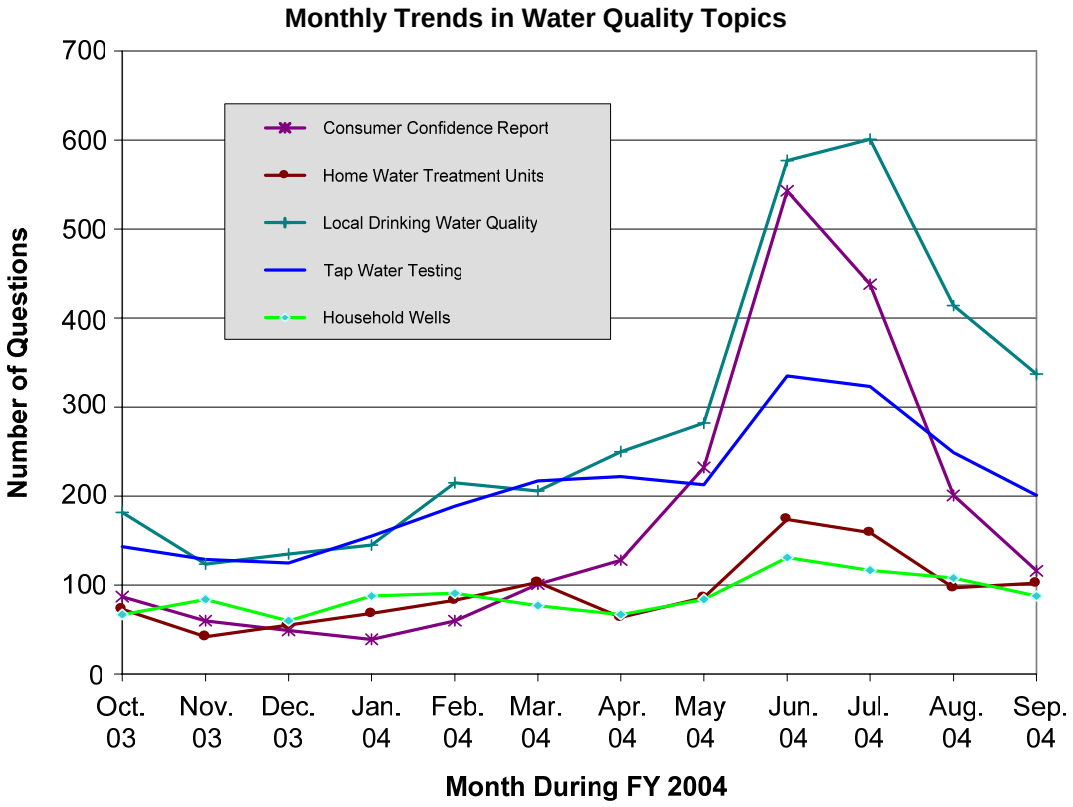
Coliform Bacteria Questions: The Hotline receives numerous questions about coliform bacteria in association with public notifications of Total Coliform Rule violations. Historically, the highest volume of questions about coliform bacteria occurs in months during and following the summer season. Warm summer temperatures are more conducive to bacterial growth. Additionally, large rainfall events can impact the quality of source water used by public water systems. To better address common questions about coliform bacteria and associated public notices, the Hotline staff developed a set of Questions and Answers to inform the public about potential health risks associated with the presence of coliform bacteria in drinking water and to provide an explanation of public notification requirements.



Complaints About Public Water Systems: The Hotline receives many questions regarding citizen concerns about their water quality. Many of the questions turn into complaints about various aspects of the public water system such as the quality of the water being provided, inattention to customers' requests, lack of information, and delays in public notification. The spike in complaints in June and July 2004 can be attributed to the receipt of consumer confidence reports by customers. The reports provide a vehicle for customers to voice complaints by providing contact information for both the local water system and the Safe Drinking Water Hotline.



Monthly Trends: The top five commonly asked questions concern tap water testing, local drinking water quality, consumer confidence reports (CCRs), household wells, and home water treatment units. The following chart illustrates the distribution of those questions throughout FY 2004. The dramatic increase in CCR questions in June and July coincided with the nationwide distribution of the reports.



Questions and Answers

The following questions and answers, organized by subject, represent the range of questions addressed by the Hotline on a variety of topics. These questions were included in FY 2004 monthly Hotline reports. Questions addressed during the fourth quarter of FY 2004 are noted with an asterisk (*) and were not included in any previous reports.

General Information

***Q:** EPA maintains two data management systems containing water quality information for the nation's ambient waters: the Legacy Data Center (LDC) and STORET. What is the difference between the Legacy Data Center and STORET databases?

A: The LDC is a static, archived database, and STORET is an operational system actively being populated with water quality data. The LDC contains historical water quality data dating back to the early part of the twentieth century and collected through 1998. STORET contains data collected beginning in 1999, along with older data that have been properly documented and migrated from the LDC. Each sampling result in the LDC and in STORET is accompanied by information on where and when the sample was taken, the medium sampled, and the name of the organization that sponsored the monitoring. In addition, STORET includes why the data were gathered, the sampling and analytical methods, the laboratory used to analyze the samples, the quality control checks, and the personnel responsible for the data. More information regarding the LDC and STORET is available at www.epa.gov/storet.

***Q:** Where can I find information on the number of publicly owned and privately owned drinking water systems?

A: The *Community Water System Survey 2000* provides data on the type of ownership for community water systems (EPA815-R-02-005A). The survey provides a breakdown of the number of publicly and privately owned water systems as well as a variety of other facts and figures presented by ownership. However, information in this report is based on data collected from a sample of community water systems, not from a census of every water system in the U.S. The *Community Water System Survey 2000* is available online at www.epa.gov/safewater/cwssvr.html.

Q: How many people are supplied by community water systems using groundwater?

A: In 2000, approximately 42,661 community water systems (CWS) relying on ground water served 85.9 million people (*Public Water Systems: Facts and Figures; 2000*). For other facts and figures, visit EPA's Web site for Public Drinking Water System Programs located online at www.epa.gov/safewater/pws/factoids.html.

Q: How much water does a person ingest daily?

A: The estimated average per capita ingestion of water from a public water system in the United States is 927 milliliters per person per day. Ingestion estimates are important because EPA develops risk assessments based on the ingestion of contaminated drinking water. Currently, EPA uses the standard water ingestion quantity of two liters per day for a 70-kilogram adult when developing risk assessments (*Estimated Per Capita Water Ingestion in the United States*, EPA822-R-00-008, April 2000). The report on per capita water ingestion, based on data from the United States Department of Agriculture, and more information is available at www.epa.gov/waterscience/drinking/percapita.

Q: What electronic resources are available to help states meet the objectives of the Safe Drinking Water Act (SDWA)?

A: The Drinking Water Academy's (DWA) electronic workshop offers online resources that can assist EPA, states, and Indian tribes to enhance program capabilities to meet the public health protection objectives of the SDWA. The electronic workshop provides training modules that give an introduction to the various aspects of the SDWA, presentations that cover proposed and final rules, and links to other sources of additional regulatory and implementation information. The training materials address such topics as the National Primary Drinking Water Regulations, public water system operation, the public water system supervision program, source water protection, and underground injection control. The DWA's electronic workshop is available at www.epa.gov/safewater/dwa/electronic.html.

***Q:** Does EPA publish clarifying memoranda for different Safe Drinking Water Act (SDWA) topics?

A: EPA periodically issues memoranda that clarify drinking water policies and regulations. These policy memos have been collected into a water supply guidance manual that has been made available to states and public water systems to assist them in implementation of the SDWA. The manual was most recently updated in January of 2000 to add new memos and remove memos that no longer apply. The manual includes 135 policy memos and fifty-two guidances from the Safe Drinking Water Hotline. The *Pubic Water System Supervision Program Water Supply Guidance Manual* (EPA816-R-00-003; January 2003) is available at www.epa.gov/safewater/wsg.html.

Q: Human consumption has been interpreted to include drinking, bathing, showering, cooking, dishwashing, and maintaining oral hygiene (Water Supply Guidance Memo; Meaning of "Human Consumption" and "Graywater Uses" as it Relates to Public Water Systems, August 1989). Under this interpretation, does the term "bathing" include swimming?

A: Bathing does not include swimming in an open canal or incidental contact with water from an open canal in connection with such activities as agricultural work, canal maintenance, or lawn and garden care. The term "bathing" means the use of water for personal hygiene purposes in a home, business setting, school, etc. (63 FR 41940, 41941; August 5, 1998).

Q: Does the Safe Drinking Water Act require EPA to analyze the costs and benefits of proposed regulations?

A: The 1996 Safe Drinking Water Act Amendments require EPA to publish a cost-benefit analysis whenever they propose a national primary drinking water regulation. In revising the Act, Congress recognized the need for more effective prioritization of drinking water regulations and the evaluation of small community water supply compliance costs. More information about economic considerations for setting drinking water standards is available at www.epa.gov/safewater/economic.html.

Q: Under a state's operator certification program, each community and nontransient noncommunity water system must be under the direct supervision of a certified operator. To become certified, water system operators must take and pass an examination (64 FR 5916, 5919; February 5, 1999). Is the state agency required to provide the certification exams in foreign languages (e.g., Spanish)?

A: According to Jenny Bielanski, OGWDW, EPA's operator certification guidelines do not require a state to or restrict a state from offering operator certification examinations in languages other than English. The decision is ultimately up to the state. A state may want to consider the following factors before offering an exam in a second language:

1. Ensure the candidate meets all of the requirements for certification (education and experience); passing the test is just one of the requirements.

2. If the candidate's normal form of communication is not English, consideration should be given to how the state will provide continuing education credits. Once an operator becomes certified, the operator must take training to renew certification as required by state law.

3. Does the state have personnel that can communicate with persons who may not speak English as a first language?

4. Would the community/population served by a water system benefit from an operator who is either bilingual or doesn't speak English as a first language?

Q: Why do public water systems flush water mains?

A: Flushing water mains removes sediments or other contaminants that can accumulate in pipes over time and lead to taste and odor problems. Flushing in dead-end lines can also improve disinfectant residual levels (*Guidance Manual for Conducting Sanitary Surveys of Public Water Systems; Surface Water and Ground Water Under the Direct Influence (GWUDI)*, EPA815-R-99-016, April 1999). In addition to protecting water quality, regular flushing can help reduce corrosive conditions associated with biofilm growth that can often lead to pipeline leaks and breaks (*Potential Contamination Due to Cross-Connections and Backflow and the Associated Health Risks*, August 13, 2002).

Q: I understand EPA is revising the *Manual for the Certification of Laboratories Analyzing Drinking Water* (EPA815-B-97-001, March 1997). Is it possible to get a copy of the draft version? When will the final version of the manual be available?

A: According to Carol Madding of EPA, the revised *Manual for the Certification of Laboratories Analyzing Drinking Water* is currently undergoing Office of General Council (OGC) review and is not being distributed at this time. EPA is anticipating publication of a final version within the first six months of 2004.

Q: I'm concerned that the old galvanized pipes in my home are contaminating my drinking water. I have considered replacing them with PVC pipe, but I've heard it can leach chemicals into my drinking water. Which type of pipe is safer for plumbing?

A: Section 1417(a)(1) of the Safe Drinking Water Act requires the use of "lead free" pipe in the installation or repair of any plumbing in a residential or nonresidential facility providing water for human consumption. The Act does not regulate the use of galvanized or PVC pipe. The corrosion of some galvanized plumbing can release cadmium into drinking water (*Contaminant Specific Fact Sheets: Inorganic Chemicals*, EPA811-F-95-002C, October 1995). PVC and CPVC systems have the potential to release organotin compounds into drinking water (63 FR 10273, 10282; March 2, 1998). EPA is evaluating occurrence and toxicological data for organotins and has placed them on the contaminant candidate list, which is available at www.epa.gov/safewater/ccl/cclfs.html. For more information about the safety of galvanized or PVC pipe, you should contact NSF International at (877) 867-3435.

Q: I have seen several kits in hardware stores to test my drinking water at home. Does EPA produce, endorse, or recommend a kit for testing my drinking water at home?

A: EPA does not manufacture kits to test drinking water, and does not endorse or recommend specific drinking water home testing kits. EPA recommends using a state certified laboratory to test your drinking water.

Q: How can citizens and the public get involved in issues related to the Safe Drinking Water Act?

A: EPA, states, and public water systems each work to protect your drinking water supply while providing opportunities for public involvement. At the federal level, citizens can attend public EPA meetings and provide comment on proposed regulations. Within each state, public input is required when determining the use of money from the Drinking Water State Revolving Fund. Citizens can also participate in state source water protection advisory committees, and in the development of strategies to ensure that water systems have adequate capability to provide safe drinking water to customers. At the local level, annual consumer confidence reports assist in creating a dialogue between a water supplier and its customers. In addition, citizens can assist local governments and water suppliers create and update an inventory of potential pollution threats to drinking water sources (*It's Your Drinking Water: Get to Know It and Protect It*, EPA810-K-99-002, May 1999). More information about involvement in drinking water issues, including a list of public meetings and regulations that are open for comment, is available at www.epa.gov/safewater/pubinput.html.

Q: What is a watershed?

A: Each of us lives in a watershed. A watershed is the total land area and water bodies that drain into a single river or lake system, and/or is the source of groundwater recharge to that river or lake system (*Safe Drinking Water Act - Protecting America's Public Health*, poster, EPA816-H-02-003, January 2002). Watersheds are important because they determine the source of your drinking water. Order free information about watersheds from EPA's Web site: www.epa.gov/safewater/publicoutreach. (This answer has been modified from its original publication in the November 2003 edition of Water Lines to reflect a Web site).

Q: The National Drinking Water Advisory Council (NDWAC) advises EPA on issues relating to drinking water. Who has EPA appointed as members of the NDWAC?

A: The NDWAC is comprised of members of the general public, state and local agencies, and private groups concerned with safe drinking water. A list of current members is available at www.epa.gov/safewater/ndwac/member.html. More information regarding the NDWAC can be obtained at www.epa.gov/safewater/ndwac/council.html.

Q: Where can I find summaries of current and past National Drinking Water Advisory Council (NDWAC) working group meetings?

A: Summaries of past and present NDWAC working group meetings can be found at www.epa.gov/safewater/ndwac/council.html.

Contaminants

Q: What are the health effects associated with barium in drinking water?

A: EPA has found barium to potentially cause gastrointestinal disturbances and muscular weakness when people are exposed to it at levels above the maximum contaminant level (MCL) of 2 ppm for relatively short periods of time. In addition, barium has the potential to cause high blood pressure from a lifetime exposure at levels above the MCL. Additional information on barium can be found at www.epa.gov/safewater/contaminants/dw_contamfs/barium.html.

Q: I am concerned about cadmium in my drinking water. How can cadmium be released into the environment?

A: Cadmium occurs naturally in zinc, lead, copper and other ores that can serve as sources to ground and surface waters, especially when in contact with soft, acidic waters. Major industrial releases of cadmium are due to waste streams and leaching of landfills, and from a variety of operations that involve cadmium or zinc. In particular, cadmium can be released to drinking water from the corrosion of some galvanized plumbing and water main pipe materials. From 1987 to 1993, according to EPA's Toxic Chemical Release Inventory, cadmium releases were primarily from zinc, lead, and copper smelting and refining industries. Additional information on cadmium can be found at www.epa.gov/safewater/contaminants/dw_contamfs/cadmium.html.

Q: Perchlorate is both a naturally occurring and man-made chemical, used as the primary ingredient of solid rocket propellant. Does perchlorate pose a threat to drinking water sources?

A: The full extent of perchlorate contamination is not known at this time, and a national primary drinking water standard has not been established for perchlorate. However, EPA, other federal agencies, states, water suppliers and industry are actively addressing perchlorate contamination through monitoring for perchlorate in drinking water and surface water. Additional information about perchlorate is available at www.epa.gov/safewater/ccl/perchlorate/perchlorate.html.

Q: My water tested positive for hardness. What are the health effects associated with hard water?

A: Hard water is not known to cause any adverse health effects. However, relatively softer water enhances consumer acceptability. Hardness is primarily caused by the presence of calcium and magnesium in the water. There is no well-defined distinction between hard water and soft water. In general, hardness values of less than 75 mg/L as calcium carbonate ($CaCO_3$) represent soft water, and values above 150 mg/L $CaCO_3$ represent hard water (*Enhanced Coagulation and Enhanced Precipitative Softening Guidance Manual*, EPA815-R-99-012, May 1999).

Q: What is the difference between pH and alkalinity?

A: Alkalinity is the capacity of water to neutralize acids. This capacity is caused by the water's content of carbonate, bicarbonate, hydroxide and occasionally borate, silicate and phosphate. Conversely, pH is an expression of the intensity of the basic or acid condition of a liquid. EPA has a suggested range of 6.5 to 8.5 for pH (called a secondary maximum contaminant level or SMCL). Furthermore, alkalinity and pH are different because water does not have to be strongly basic (high pH) to have a high alkalinity (*EPA's Drinking Water Glossary: A Dictionary of Technical and Legal Terms Related to Drinking Water*, EPA810-B-94-006, June 1994)).

Q: Why is the maximum contaminant level (MCL) for asbestos in drinking water measured in terms of fibers greater than 10 micrometers in length?

A: EPA's standard of 7 million fibers/liter (for fibers greater than 10 micrometers in length) is based upon evidence of benign polyps occurring in male rats following oral administration of intermediate size chrysotile fibers (i.e., >10 micrometer range). The study did not indicate potential adverse health effects for short-range fibers (56 FR 3526, 3535; November 13, 1985).

Q: The maximum contaminant level (MCL) for asbestos (fibers greater than 10 micrometers in length) is 7 million fibers per liter (MFL). What are common sources of asbestos in drinking water?

A: Asbestos in drinking water may be from the erosion of naturally occurring mineral deposits or from the decay of asbestos cement water mains. Asbestos fibers are resistant to heat and most chemicals and have been included in a variety of products including cement pipes. Additional information about asbestos in drinking water is available at www.epa.gov/safewater/contaminants/dw_contamfs/asbestos.html.

Consumer Confidence Report (CCR)

Q: I tried to access my community water system's (CWS) water quality report online at the following URL: www.epa.gov/safewater/dwinfo.htm. The link to my community water system's online report is not working properly. Can you provide access to the online version?

A: No. EPA is not responsible for the content or the accessibility of the CWS Web sites. Links to online versions of annual drinking water quality reports on EPA's Office of Ground Water and Drinking Water Web site are provided by community water suppliers. You may wish to contact your local water system to obtain a hard copy of the water quality report.

Q: How do we post our water quality report online?

A: Community water systems can provide a link for public access to their water quality report by adding an entry at EPA's Office of Ground Water and Drinking Water (OGWDW) Web site. To add a new entry, access the following URL: www.epa.gov/safewater/dwinfo.htm. Select the state in which the

water system is located and then select the link to "your water quality report." Once you are on the annual drinking water quality reports page for your state, click on the "add new entry" icon and enter the requested information so that EPA can link to your report from the OGWDW Web site.

Lead and Copper

***Q:** The Safe Drinking Water Act (SDWA) prohibits the sale and use of lead pipes and plumbing materials as addressed in the Lead Ban provisions in Section 1417. Can one still sell lead solder under the Lead Ban?

A: Section 1417(a)(3) of the SDWA prohibits the sale of solder and flux that is not lead-free unless the solder or flux bears a prominent label stating that it is illegal to use the solder or flux in the installation or repair of any plumbing providing water for human consumption.

Q: Do New York City residents receive free lead testing for their drinking water?

A: The New York City Department of Environmental Protection (NYCDEP) can provide information to New York City residents about free drinking water lead testing. Residents can contact the NYCDEP by calling 311 or (212) 639-9675.

Q: Is it safe to run my humidifier with lead contaminated water?

A: EPA has not concluded that using tap water in ultrasonic or impeller humidifiers poses a serious health risk. However, researchers have documented that these humidifiers are very efficient at dispersing minerals (pollutants) in tap water into the air. Specific to tap water with high levels of lead, exposure to the "cool mist" from ultrasonic or impeller humidifiers may carry similar exposure risks as ingestion of the tap water with lead due to the inhalation of the "cool mist" and absorption from the lungs. It is recommended that alternative sources of water (e.g. distilled or bottled water) be used for these types of humidifiers when the tap water has high levels of lead. Two types of humidifiers generally disperse less, if any, pollutants into the air. These types of humidifiers are evaporative and steam vaporizers. Additional EPA information on the use and care of home humidifiers is available at www.epa.gov/iaq/pubs/humidif.html.

Q: Is exposure to lead contaminated drinking water from absorption through skin a health threat?

A: EPA does not consider exposure to lead contaminated drinking water from absorption through the skin to be a health threat. Water contains inorganic forms of lead, which are not capable of being absorbed through the skin (*Water Supply Guidance Memo; Adverse Health Effects of Lead and Copper from Avenues Other Than Ingestion*, July 1992).

Q: EPA recommends that action be taken to limit exposure or reduce lead in water whenever lead level concentrations in school drinking water exceeds 20 ppb (*Lead in School Drinking Water*, EPA570-9-89-001, January 1989). What is the rationale for the 20 ppb recommended level when the action level for public water systems is 15 ppb?

A: The two lead action levels differ because of the different problems they seek to detect and the different monitoring protocols used in the two situations. The 20 ppb action level and sampling protocol for lead in schools is designed to pinpoint specific water fountains and outlets that require remediation (e.g., water cooler replacement). The 15 ppb action level and sampling protocol is designed to identify system-wide problems and not problems in single outlets (56 FR 26460, 26479; June 7, 1991).

Q: How can I get my child's blood lead level tested?

A: A family doctor or pediatrician can perform a blood test for lead and provide information about the health effects of lead. The state or city/county departments of health can also provide information about how you can have your child's blood tested for lead (*Lead in Drinking Water Regulation: Public Education Guidance*, EPA816-R-02-020, June 2002).

Q: *Is there a safe level of lead in drinking water for children?*

A: Lead is a toxic metal that can be harmful to human health even at low exposure levels because it is persistent and can bioaccumulate in the body over time (56 FR 26460, 26468; June 7, 1991). Young children, infants, and fetuses are particularly vulnerable to lead because the physical and behavioral effects of lead occur at lower exposure levels in children than in adults. A dose of lead that would have little affect on an adult can have a significant affect on a child. In children, low levels of exposure have been linked to damage to the central and peripheral nervous system, learning disabilities, shorter stature, impaired hearing, and impaired formation and function of blood cells (40 CFR 141.85(a)(1)(ii)). Under the Safe Drinking Water Act, EPA has set an MCLG for lead at zero, indicating that there is no safe level of lead for children (56 FR 26460, 26469; June 7, 1991).

Q: How can I tell if my drinking water contains too much lead?

A: To determine if your water has lead, you should have your water tested. Testing costs range between $20 and $100. Since you cannot see, taste, or smell lead dissolved in water, testing is the only sure way of telling whether or not there are harmful quantities of lead in your drinking water (*Actions You Can Take to Reduce Lead in Drinking Water*, EPA810-F-93-001, June 1993). To located a certified laboratory for lead testing contact the Safe Drinking Water Hotline or visit www.epa.gov/safewater/privatewells/labs.html. Additional information about actions you can take to reduce lead in drinking water is available at www.epa.gov/safewater/lead/lead1.html.

Q: How can lead get into my drinking water?

A: Typically, lead enters your water after the water leaves your local treatment plant or your well. That is, the source of lead in your home's water is most likely coming from a pipe or solder in your home's own plumbing. The most common cause is corrosion, a reaction between the water and the lead pipes or solder. Dissolved oxygen, low pH (acidity) and low mineral content in water are common causes of corrosion (*Actions You Can Take to Reduce Lead in Drinking Water*, EPA810-F-93-001, June 1993). Additional information about actions you can take to reduce lead in drinking water is available at www.epa.gov/safewater/lead/lead1.html.

Q: Does the Safe Drinking Water Act (SDWA) regulate the amount of lead in pipes, plumbing, fixtures, and faucets?

A: The SDWA requires that after June 19, 1986 only lead free pipe, solder, or flux may be used in the installation or repair of a public water system, or any plumbing in residential or non-residential facility providing water for human consumption, which is connected to a public water system. Lead free under the SDWA means that solders and flux may not contain more than 0.2 percent lead, and pipe, pipe fittings, and well pumps may not contain more than 8.0 percent lead (40 CFR 141.43).

By amending Section 1417 of the SDWA in 1996, Congress incorporated a performance standard into the law for endpoint devices intended to dispense water for human consumption. Section 1417 (e) of the SDWA states that "lead free" with regard to plumbing fittings and fixtures intended to dispense water for human consumption means those fittings and fixtures that are in compliance with a voluntary standard established pursuant to the Act. This standard, NSF Standard 61, Section 9, relates to the amount of lead leached from a product while "lead free" relates to lead content.

Q: I have a brand new home. Should I be worried about lead contamination from the plumbing?

A: More likely than not, water in buildings less than five years old have high levels of lead contamination even though lead plumbing use ended in the early 1900's. Lead solder use is still widespread and experts regard solder as the major cause of contamination of household water in U.S. homes today. Lead levels often decrease in new homes over time as mineral deposits form a coating on the inside of the pipes. This coating acts as insulation preventing direct contact between the water and solder, thus decreasing the amount of lead that leaches into the water (*Actions You Can Take to Reduce Lead in Drinking Water*, EPA810-F-93-001, June 1993). Additional information about actions you can take to reduce lead in drinking water is available at www.epa.gov/safewater/lead/lead1.html.

Q: I am concerned about lead in my drinking water. What precautions can I take to reduce the amount of lead in my drinking water?

A: EPA recommends that anytime the water in a particular faucet has not been used for six hours or longer, you should flush your cold-water pipes by running the water until it becomes as cold as it will get. (This could take as little as five to thirty seconds if there has been recent heavy water use such as showering or toilet flushing. Otherwise, it could take two minutes or longer.) EPA also recommends using only water from the cold-water tap for drinking, cooking, and especially for making baby formula (*Actions You Can Take to Reduce Lead in Drinking Water*, EPA810-F-93-001, June 1993). Additional information about actions you can take to reduce lead in drinking water is available at www.epa.gov/safewater/lead/lead1.html.

Microbials and Disinfection Byproducts (M/DBP)

Q: Public water systems must collect total coliform samples at sites that are representative of water throughout the distribution system according to a written sample siting plan (40 CFR 141.21(a)(1)). What is the required sample volume for total coliform analysis?

A: The standard sample volume required for total coliform analysis is 100 mL, regardless of analytical method used (40 CFR 141.21(f)(1)).

Q: What is the holding time for compliance analysis of coliform bacteria samples?

A: The time from sample collection to initiation of analysis may not exceed 30 hours. Systems are encouraged but not required to hold samples below 10°C during transit (40 CFR 141.21(f)(3) footnote 2).

Q: How should water be disinfected for drinking during an emergency?

A: During an emergency, boiling or chemicals can be used to effectively disinfect small quantities of water. Vigorous boiling for one minute will kill any disease-causing microorganisms present in water. When boiling is not practical, chemical disinfection with chlorine or iodine should be used cautiously. If disinfection using chemicals is necessary, murky or colored water should be filtered first since disinfectants are less effective in cloudy water. Chlorine and iodine are somewhat effective in protecting against exposure to *Giardia*, but may not be effective in controlling *Cryptosporidium*. Therefore, iodine or chlorine should only be used to disinfect well water because it is unlikely to contain these disease-causing organisms. Chlorine is generally more effective than iodine in controlling *Giardia*, and both disinfectants work better in warm water (*Emergency Disinfection of Drinking Water*, EPA810-F-93-002, July 1993).

***Q:** My well water tested positive for E. coli. What measures can I take to protect myself?

A: If your well tests positive for *E. coli*, you should boil the water for at least one minute at a rolling boil before drinking it. You may also disinfect the well according to procedures recommended by your local health department. After disinfection, you can monitor your water periodically to make certain that the problem does not recur. If the contamination is a recurring problem, you should install a point-of-entry disinfection unit, which can use chlorine, ultraviolet light, or ozone, or investigate the feasibility of drilling a new well. More information regarding *E. coli* is available at www.epa.gov/safewater/ecoli.html. Information on household well maintenance is available at www.epa.gov/safewater/privatewells.

Q: We are under a boil water advisory because there is fecal coliform in our drinking water. After the boil order is lifted, will the water in our hot water heater be contaminated?

A: According to Dr. Paul Berger, OGWDW, if the water temperature is maintained at 120°F or lower, there is the possibility that a pathogen may survive. A water temperature of 140°F or greater maintained for a half hour should kill virtually any pathogens in the water heater.

***Q:** **U**nder the Long Term 1 Enhanced Surface Water Treatment Rule, how is *Cryptosporidium* regulated at public water systems that serve fewer than 10,000 persons and use surface water or ground water under the direct influence of surface water?

A: Filtered systems must achieve at least 2-log (99 percent) removal of *Cryptosporidium* by meeting strengthened combined filter effluent turbidity limits. Unfiltered systems must maintain and improve *Cryptosporidium* control under previously existing watershed control plans (67 FR 1811, 1814; January 14, 2002).

Q: What are the key elements of the proposed Ground Water Rule?

A: The main purpose of the proposed Ground Water Rule (65 FR 30193; May 10, 2000) is to protect ground water sources of drinking water from disease-causing viruses and bacteria, such as *E. coli*, by requiring identification of problems in water systems that could lead to contamination. It also requires identification of sources of drinking water that are at risk of being contaminated. Systems with sources identified as at risk must monitor for and take actions to remove or inactivate detected contaminants to prevent them from reaching drinking water consumers. More information about the proposed rule is available at www.epa.gov/safewater/gwr.html.

Q: How many public water systems (PWSs) will the proposed Ground Water Rule affect?

A: The Ground Water Rule will apply to 157,000 PWSs that use ground water as a source. Most of these are small systems, which may serve the same populations year-round, such as houses and apartment buildings, or provide drinking water only parts of the year, such as schools or campgrounds (*Technical Fact Sheet: Proposed Ground Water Rule*, EPA815-F-00-003; April 2000).

***Q:** How long can water systems increase the residual disinfectant level above the maximum residual disinfectant level (MRDL) in the distribution system to address specific microbiological contamination problems?

A: Water systems may increase the residual disinfectant, not withstanding for MRDLs identified in 40 CFR 141.65, including chlorine or chloramines (but not chlorine dioxide), to a level and for a time necessary to protect public health, to address specific microbiological contamination problems. Problems include, but are not limited to, distribution line breaks, storm run-off events, source water contamination events, or cross-connection events (40 CFR 141.130(d)).

Q: Why did EPA establish maximum residual disinfectant level goals (MRDLGs) for disinfectants rather than maximum contaminant level goals (MCLGs)?

A: The MRDLG concept was introduced for disinfectants to reflect the fact that these substances have beneficial disinfection properties. As with MCLGs, MRDLGs are established at the level at which no known or anticipated adverse effects on the health of persons occur and which allows an adequate margin of safety. By using the term "residual disinfectant" in lieu of "contaminant", EPA intends to avoid situations in which treatment plant operators are reluctant to apply disinfectant dosages above the MRDLG during short periods of time to control for microbial risk (63 FR 69389, 69398; December 16, 1998).

Q: Does the Stage 1 Disinfectant and Disinfection Byproducts Rule (Stage 1 DBP) apply to ground water systems?

A: The Stage 1 DBP applies to all CWSs and NTCWSs that use a disinfectant to treat the water, as well as TNCWSs that use chlorine dioxide. Systems serving less than 10,000 persons and all ground water systems that use a disinfectant must comply with the Stage 1 Rule beginning January 1, 2004 (*Stage 1 Disinfectants and Disinfection Byproducts Rule: A Quick Reference Guide*, EPA816-F-01-010, May 2001).

Q: A public water system (PWS) must collect total coliform repeat samples within 24-hours of being notified of the positive results unless the state grants an extension due to logistical sample collection problems (40 CFR 141.21(b)(1)). How does EPA define logistical problem?

A: There is no regulatory definition of logistical problem. However, the June 29, 1989 Federal Register provides several examples of logistical problems that could prevent a PWS from collecting repeat samples within a 24-hour timeframe. These examples include the laboratories inability to ship empty sample bottles or receive water sample (54 FR 27544, 27554).

Q: A public water system (PWS) serving fewer than 10,000 persons purchases all it's water from a wholesaler and adds a small amount of chlorine to maintain disinfection in the distribution system. Does this PWS need to comply with the Stage 1 Disinfectant and Disinfection Byproducts rule (Stage 1 D/DBP)?

A: The Stage 1 D/DBP rule applies to all community water systems (CWSs) and nontransient, noncommunity water systems (NTNCWSs) that add a chemical disinfectant to the water during any part of the treatment process. The PWS must begin compliance with the Stage 1 D/DBP rule on January 1, 2004 (40 CFR 141.130(a)(1) and (b)(1)).

Public Notification

***Q:** When is a non-community water system required to notify new customers of ongoing violations?

A: Non-community water systems must continuously post the public notice in conspicuous locations in order to inform new consumers of any continuing violation, variance or exemption, or other situations requiring a public notice. These systems must post the public notice for as long as the violation, variance, exemption or other situation persist (40 CFR 141.206(b)).

Q: When is a community water system required to notify new customers of ongoing violations?

A: Community waters systems are required to distribute copies of the most recent public notice for all continuing violations, existing variances or exemptions, or other ongoing situations requiring a public notice to all new billing units or new customers prior to or at the time service begins (40 CFR 141.206(a)).

Q: Within 10 days of completing the public notification requirements in 40 CFR Subpart Q for an initial public notice and any repeat notices, a public water system (PWS) must submit to the primacy agency a representative copy of each type of notice distributed, published, posted, and made available to the persons served by the PWS and to the media. The PWS must also submit to the primacy agency a certification that it has fully complied with the public notification regulations (40 CFR 141.31(d)). Public notification regulations require community water systems (CWS) to provide copies of the most recent public notices for any continuing violation, the existence of a variance or exemption, or other ongoing situation requiring a public notice to all new billing units or new customers prior to or at the time service begins (40 CFR 141.206(a)). Is a community water system required to forward a copy of every new customer public notice to the primacy agency?

A: EPA does not intend for systems to forward to primacy agencies a copy of every public notice sent to new customers (65 FR 25982, 26007; May 4, 2000). By providing a certification statement, the community water system is stating that it will meet all future requirements for notifying new billing units of the violation or situation (*Public Notification Handbook*, EPA816-R-00-010, June 2000).

Q: Under the Public Notification Rule, the Consumer Confidence Report may be used for Tier 3 violations (40 CFR 141.204(d)). A public water system used their 2002 annual water quality report to provide public notification of a Tier 3 violation. Do they need to include the same information on the current report they are preparing for 2003?

A: The public water system must repeat the notice annually for as long as the situation persists (40 CFR 141.204(b)(1)).

Q: Is a public water system (PWS) required to notify customers when a boil water notice has been lifted?

A: EPA recommends that when microbiological contamination is resolved, a PWS should issue a follow-up notice stating that it is no longer necessary to continue boiling the water (*Final State Implementation Guidance for the Public Notification (PN) Rule*, EPA816-R-01-010, October 2001).

Radionuclides

Q: What is radon?

A: Radon is a naturally occurring, colorless, odorless, tasteless gas. It is formed from the radioactive decay of uranium in the ground (*Radon in Drinking Water: Questions and Answers*, EPA815-F-99-007, October 1999). A radon fact sheet is available at the following URL: www.epa.gov/safewater/radon/qa1.html.

Q: How is radon in my drinking water related to radon in indoor air?

A: Low levels of uranium and its decay products occur widely in the earth's crust, and thus radon is being continually generated. A portion of radon released through radioactive decay dissolves in ground water. When water that contains radon is exposed to the air, the radon will release. If ground water is supplied to a house as a source of drinking water, radon may be released into the air of the house through water uses such as cooking, showering, and washing dishes (64 FR 59246, 59248; November 2, 1999). Additional information about radon in drinking water is available in the November 2, 1999 proposed rule at www.epa.gov/safewater/radon/proposal.html.

Q: My drinking water comes from a reservoir. Do I need to be concerned about radon in my drinking water?

A: Radon is only a concern if your drinking water comes from underground sources. If radon is contained in water that comes from a surface water source, such as a lake or river, it is generally released into the air before reaching your water supplier or home (*Radon in Drinking Water: Questions and Answers*, EPA815-F-99-007, October 1999).

Q: Is radon in my drinking water a health concern?

A: Over the course of a lifetime, consumption of drinking water containing radon can lead to an increased risk of internal organ cancers, primarily stomach cancer. Also, breathing radon released to the air from household water uses can increase the risk of lung cancer. However, radon in drinking water generally contributes a very small part (i.e., about 1-2 percent) of total radon exposure from indoor air (64 FR 59246, 59248; November 2, 1999). Additional information about radon in indoor air is available from the EPA National Radon Hotline at (800) 767-7236.

Q: Does the Safe Drinking Water Act regulate radon?

A: There is currently no federally enforced drinking water standard for radon (*Radon in Drinking Water: Questions and Answers*, EPA815-F-99-007, October 1999). EPA proposed regulations to reduce the public health risks associated with radon in air and water on November 2, 1999. According to the Spring 2003 Regulatory Agenda, the current timeframe for final action on the Radon Proposed Rule is December 2004 (68 FR 30942, 31107; May 27, 2003).

Q: My drinking water tested high for radon. How can I treat my water to remove it?

A: The most effective treatment device to remove radon from drinking water is a point-of-entry (POE) device. A POE device removes contaminants immediately before they enter your home (*Radon in Drinking Water: Questions and Answers*, EPA815-F-99-007, October 1999). There are two types of point-of-entry devices that remove radon from water. Granular activated carbon (GAC) filters which use activated carbon to remove the radon and aeration devices that bubble air through the water and carry radon gas out into the atmosphere through an exhaust fan. GAC filters tend to cost less than aeration devices; however, radioactivity collects on the filter, which may cause a handling hazard and require special disposal methods for the filter. For more information on aerators and GAC filters, you should contact two independent, non-profit organizations: NSF International at (877) 867-3435 and the Water Quality Association at (630) 505-0160.

Source Water Assessment

Q: I am aware of the efforts that communities can take to establish source water protection programs. What actions can individuals take to protect source water?

A: EPA has compiled a list of several actions that individuals can take to help protect sources of drinking water, such as disposing of harmful materials properly, using pesticides and fertilizers in moderate amounts, and creating a wildlife habitat. In addition, EPA has published a series of fact sheets on best management practices (BMPs) for activities that are likely to impact the sources of drinking water, such as septic systems, agricultural fertilizer, turfgrass and garden fertilizer application, and pet and wildlife waste. Each bulletin discusses how these activities can be managed to prevent contamination of drinking water. Links for the list of actions for individuals and the BMP fact sheets are available at www.epa.gov/safewater/protect/protect.html.

Q: The 1996 Amendments to the Safe Drinking Water Act (SDWA) require states to develop and implement Source Water Assessment Programs (SWAP) to analyze existing and potential threats to the quality of public drinking water throughout the state (SDWA Section 1435). What are the major components of a SWAP?

A: Each SWAP must include four major elements: delineating the source water assessment area, conducting an inventory of potential sources of contamination in the delineated area, determining the susceptibility of the water supply to those contamination sources, and releasing the results of the determinations to the public. However, individual SWAPs may differ because they are tailored to each state's water resources and drinking water priorities. More information regarding the specific aspects of a SWAP is available at www.epa.gov/safewater/protect/assessment.html.

Q: Our community is interested in establishing a source water protection program. How can we find information about existing programs?

A: EPA's Office of Ground Water and Drinking Water is compiling examples of good local source water protection programs. As these case studies are collected and reviewed for accuracy and completeness, they will be posted on the Source Water Protection Web site. They represent a variety of approaches to protecting sources of drinking water supplies for a diverse group of communities that differ in size, geography, economic and social characteristics, and type of source water used. Communities interested in source water protection can use them as references in designing their own programs. The case studies are available at www.epa.gov/safewater/protect/casesty/casestudy.html.

Underground Injection Control (UIC)

***Q:** What are the different classes of injection wells under the Underground Injection Control (UIC) Program and what types of wells are included in each class?

A: There are five classes of injections wells under the UIC Program, which are defined according to the type and location of fluid they inject. Class I wells are used to inject hazardous waste, other industrial and municipal wastes, or radioactive waste beneath the lowermost formation containing an underground source of drinking water within one-quarter mile of the well bore (40 CFR 144.6(a)). Class II includes wells that inject fluids that are brought to the surface in connection with oil or natural gas storage and production; inject fluids for enhanced recovery of oil or natural gas; and inject fluids for storage of hydrocarbons that are liquid at standard temperature and pressure (40 CFR 144.6(b)). Class III wells are used to inject fluids in order to extract minerals including sulfur mining, in situ production of uranium or other metals from ore bodies which have not been conventionally mined, and solution mining of salts or potash (40 CFR 144.6(c)). Class IV wells are used to dispose of hazardous waste or radioactive waste into or above a formation that contains an underground source of drinking water within one-quarter mile of the well (40 CFR 144.6(c)). These wells are prohibited unless they are used to inject contaminated ground water that has been treated and is being injected into the same formation from which

it was drawn (40 CFR 144.13). Class V wells are any injection wells not included in other classes, including but not limited to air conditioning return flow wells, certain large capacity cesspools, drainage wells, recharge wells, some septic systems wells, and others (40 CFR 144.81). More information about the classes of UIC injection wells is available at www.epa.gov/safewater/uic/classes.html.

***Q:** Are underground injection wells only used to dispose waste?

A: Although Class I wells inject hazardous and nonhazardous waste, all injection wells are not waste disposal wells. For example, Class II wells inject fluids for enhanced recovery of oil and natural gas, and Class III wells inject super-heated steam, water, or other fluids into formations in order to extract minerals. Some Class V wells inject surface water to replenish depleted aquifers or to prevent saltwater intrusion. Additional information regarding underground injection wells is available at www.epa.gov/safewater/uic.html.

***Q:** On December 7, 1999, EPA finalized a rule to ban or limit the use of motor vehicle waste disposal wells and large-capacity cesspools (64 FR 68546). A motor vehicle waste disposal well is an underground injection well that receives or has received fluids from vehicular repair or maintenance activities such as auto body repair, automotive repair, car dealerships, or other vehicular repair work (40 CFR 144.81(16)). If a motor vehicle facility has an underground injection control well used for storm water drainage that also receives motor fuel from unintentional fuel spills at the facility, would this UIC well be considered a motor vehicle waste disposal well subject to the requirements of this rule?

A: Storm water drainage wells located at motor vehicle facilities that are intended for storm water management but also receive insignificant amounts of fuel due to unintentional small volume leaks, drips, or spills at the pump are not considered motor vehicle waste disposal wells and thus, not subject to this rule (64 FR 68546, 68555; December 7, 1999).

Q: What is an injection well?

A: The Safe Drinking Water Act underground injection control (UIC) program defines an injection well as any bored, drilled, or driven shaft, or a dug hole where the depth is greater than the largest surface dimension, that is used to discharge fluids underground. This definition covers a wide variety of injection practices ranging from technically sophisticated and highly monitored wells which pump fluids into isolated formations far below the Earth's surface to more numerous on-site drainage systems that discharge fluids a few feet underground, such as septic systems, cesspools, and storm water wells. More information about injection wells and the UIC program is available at www.epa.gov/safewater/uic.html.

Q: What is the rationale for extending the ban on new and existing large-capacity cesspools nationwide?

A: EPA believes that extending the ban nationwide is the most appropriate course of action given the ban of new large-capacity cesspools in many states, the acute nature of the risks posed by these wells, and the relative ease of developing alternative means to dispose of sanitary waste on-site (64 FR 68546, 68553; December 7, 1999).

Unregulated Contaminant Monitoring

Q: A community water system (CWS) completed the Unregulated Contaminant Monitoring Rule (UCMR) List 1 monitoring. Does this CWS need to monitor for List 3 contaminants?

A: Monitoring of List 3 contaminants will be performed only after future rulemaking specifies methods. List 3 contaminants, including seven microorganisms known to have health effects and two radionuclides, have methods in an early stage of development (*Unregulated Contaminant Monitoring Rule Fact Sheet*, EPA815-F-01-008, April 2001).

Q: Our water system recently reviewed and approved our Unregulated Contaminant Monitoring Regulation (UCMR) data. Will EPA confirm receipt of UCMR data?

A: EPA does not issue confirmation of receipt of public water system (PWS) UCMR data. After approval of its monitoring data in the Safe Drinking Water Accession and Review System (SDWARS/UCMR), a PWS should conduct a final sample search and print out the "PWS Approved" results. This printout can serve as confirmation.

Q: Our water system recently completed the Unregulated Contaminant Monitoring Regulation (UCMR) monitoring requirements and reviewed and approved all data. Will EPA confirm fulfillment of all UCMR requirements?

A: EPA does not issue confirmation regarding full compliance with the UCMR requirements.

Vulnerability Assessments

Q: We are about to submit our completed vulnerability assessment but we are concerned about the public having access to the information in the assessment. Who will have access to the assessment?

A: Only EPA and individuals designated by EPA may have access to the copies of the assessments. No copy of an assessment, or part of an assessment, or information contained in or derived from an assessment shall be available to anyone other than an individual designated by EPA (SDWA 1433(a)(5)). EPA is required to develop protocols to protect the copies of the vulnerability assessments (and the information contained therein) submitted under the requirements of Title IV of the Public Health Security and Bioterrorism Preparedness and Response Act of 2002 from unauthorized disclosure. Along with designation of access by EPA, the protocols shall ensure that each assessment, and all information contained in or derived from the assessment, is kept in a secure location.

Q: Do I have to provide a copy of my vulnerability assessment to state or local agencies?

A: Pursuant to Section 1433(a)(4) of the Safe Drinking Water Act, "no community water system will be required under State or local law to provide an assessment described in Title IV of the Public Health Security and Bioterrorism Preparedness and Response Act of 2002 to any State, regional, or local governmental entity solely by reason that the system submit such an assessment to EPA."

Q: After we completed the vulnerability assessment for our water system, we decided to upgrade our facility. Where can I find information regarding products designed to increase security?

A: EPA has developed a series of security product guides to assist water treatment plant operators and utility managers in reducing risks from, and providing protection against, possible natural disasters and intentional terrorist attacks. The guides provide information on a variety of products available to enhance physical and electronic security, such as gates, manhole locks, computer firewalls, and remote monitoring systems. The product guides are available at www.epa.gov/safewater/security/guide/index.html.

Bottled Water

The International Bottled Water Association (www.bottledwater.org) and NSF International (www.nsf.org) served as sources of information for the following questions and answers on bottled water.

Q: Does bottled water contain contaminants?

A: Bottled water may contain some contaminants. Contaminants in bottled water must be below the maximum permitted level set by the Food and Drug Administration (FDA) or the state. Consumers can call the bottler directly to find out what contaminants are present in the specific brand of interest.

Q: Does bottled water contain chlorine?

A: Bottled water may contain chlorine. Bottlers typically use ozone or ultraviolet light technologies to disinfect the water. However, some companies may use chlorinated water from a public water system as source water for their facility. Further treatment such as reverse osmosis or distillation may be applied to remove the residual taste or odor from chlorine before bottling. To find out whether your bottled water contains chlorine, contact the bottler directly.

Q: I've seen many different types of bottled water in stores. What are the main types of bottled water?

A: Bottled water products are normally categorized according to the source of the water and the method that the bottler uses to treat it. The following are common types of bottled water:

Artesian: Water that originates from a confined aquifer, where the water level stands at some height above the top of the aquifer.

Fluoridated: Water that contains fluoride added within the limitations established by the Food and Drug Administration (FDA).

Mineral: Water that contains at least 250 parts per million total dissolved solids (TDS). It comes from a source tapped at one or more bore holes or a spring, and originates from a geologically and physically protected underground water source. Bottlers may not add minerals to this water.

Purified: Water that has been produced by distillation, deionization, reverse osmosis, or other suitable processes. Purified water may also be referred to as "demineralized water."

Sparkling: Water that contains the same amount of carbon dioxide that it had at emergence from the source. The carbon dioxide may be removed and replenished after treatment.

Spring: Water that flows naturally to the earth's surface from an underground formation.

Q: How does the Food and Drug Administration (FDA) define different types of bottled water?

A: FDA has established a bottled water Standard of Identity to define the several different types of bottled water based on specific characteristics of the product. Bottled water products are normally categorized according to the source of the water and the method that the bottler uses to treat it. Bottlers are required to disinfect their source water, usually done with ozone or ultraviolet technologies, or obtain it from an approved potable water source, such as a municipal water supply. Some bottling companies choose to further treat their bottled water products through processes such as filtration, reverse osmosis, or distillation.

Q: Is bottled water regulated?

A: The U.S. Food and Drug Administration (FDA), under the Federal Food, Drug, and Cosmetic Act, regulates bottled water as a packaged food product. State governments generally use one of two approaches to regulating bottled water. States may regulate bottled water as a packaged food product similar to FDA regulations or through the state's environmental agency similar to EPA drinking water regulations.

Q: How long can bottled water be stored?

A: The Food and Drug Administration has not established a shelf life for bottled water. Bottled water can be stored indefinitely if it is kept in the proper environment. Bottled water should be kept in a dry place out of direct sunlight and stored at room temperature or cooler. Bottled water should also be kept away from toxic chemicals, such as cleaning agents, solvents or gasoline.

Q: What are the types of contaminants for which bottled water is tested?

A: Bottled water is tested for two types of contaminants: aesthetic and health-related. Aesthetic contaminants affect the taste, odor, or color of the water. Aesthetic contaminants include inorganic parameters such as iron or sulfate and physical characteristics such as pH. Health-related contaminants may affect the health of consumers. Health-related contaminants include inorganic parameters (e.g., arsenic, nitrate), volatile organic chemicals (e.g., benzene), chlorination byproducts, herbicides, pesticides, radionuclides, and coliform bacteria.

Federal Register Summaries

FINAL RULES

"National Primary and Secondary Drinking Water Regulations: Approval of Additional Method for the Detection of Coliforms and *E. Coli* in Drinking Water" February 13, 2004 (69 FR 7156)

EPA approved the ColitagTM method to support previously established requirements for National Primary Drinking Water Regulation compliance monitoring for total coliforms and *E. coli* in finished drinking water. This method was proposed on March 7, 2002, and a Notice of Data Availability was published on December 2, 2002, which provided additional information on the ColitagTM method. This action provides water utilities and certified laboratories an additional analytical method option to test for total coliforms and *E. coli*. This regulation is effective March 15, 2004.

"National Primary Drinking Water Regulations: Analytical Method for Uranium" June 2, 2004 (69 FR 31008)

EPA took direct final action to approve the use of three additional analytical methods for compliance determinations of uranium in drinking water. These methods use an inductively coupled plasma mass spectrometry (ICP-MS) technology that has gained wide acceptance in the analytical community. EPA believes that ICP-MS analytical methods could be more cost-effective, less labor-intensive or more sensitive than some of the technologies previously approved in the December 2000 Radionuclides final rule (65 FR 76708). This rule does not withdraw approval of any previously approved monitoring methods for uranium. Effective date for this final rule is August 31, 2004 if no adverse comments are received by July 2, 2004.

"National Primary Drinking Water Regulations: Minor Corrections and Clarification to Drinking Water Regulations; National Primary Drinking Water Regulations for Lead and Copper" June 29, 2004 (69 FR 38850)

EPA published a final rule to make minor changes and clarifications to outdated language in the Long Term 1 Enhanced Surface Water Treatment Rule, the Surface Water Treatment Rule and other rules. EPA is also adding optional monitoring for disinfection profiling and an earlier compliance date for the Long Term 1 Rule. This final rule also established a detection limit for the uranium methods (1ug/L). In the same final rule, EPA reinstated inadvertently dropped text at 40 CFR 141.85. The reinstated text lists facilities that must be sent public education brochures by a public water system that exceeds the action level for lead and copper.

"National Primary Drinking Water Regulations: Analytical Method for Uranium: Final Rule" August 25, 2004 (69 FR 52176)

EPA announced final action to approve the use of three additional analytical methods for compliance determinations of uranium in drinking water. These methods use an inductively coupled plasma mass spectrometry (ICP-MS) technology that has gained wide acceptance in the analytical community. This rule did not withdraw approval of any previously approved monitoring methods for uranium.

"National Primary Drinking Water Regulations: Analytical Method for Uranium: Withdrawal of Direct Final Rule" August 25, 2004 (69 FR 52181)

EPA announced withdrawal of a direct final rule, published in the Federal Register on June 2, 2004, concerning three additional analytical methods for compliance determinations of uranium in drinking water. EPA stated in the direct final rule that if the Agency received adverse comment by July 2, 2004, a timely notice of withdrawal would be published in the Federal Register. The Agency subsequently received a somewhat ambiguous comment letter. EPA will address the comments in that letter in a final action based on the parallel proposal also published on June 2, 2004 (69 FR 31068).

PROPOSED RULES

"National Primary Drinking Water Regulations: Minor Corrections and Clarifications to Drinking Water Regulations" March 2, 2004 (69 FR 9781)

This rule proposes minor changes to clarify and correct the Environmental Protection Agency's (EPA) drinking water regulations. This proposal would clarify typographical errors, inadvertent omissions, editorial errors, and outdated language in the final Long Term 1 Enhanced Surface Water Treatment Rule (LT1ESWTR), the Surface Water Treatment Rule, and other rules. In addition to these clarifications, EPA is proposing optional monitoring for disinfection profiling and an earlier compliance date for some requirements in the LT1ESWTR, and a detection limit for the uranium methods. This action proposes no new monitoring or

reporting requirements. EPA proposes a change in compliance date for the LT1ESWTR from January 14, 2005 to January 1, 2005. Also proposed is a detection limit for uranium methods of 1ug/L and decreased repeat monitoring frequency to once every nine years for entry points that are below detection.

"National Primary Drinking Water Regulations and National Secondary Drinking Water Regulations; Analysis and Sampling Procedures; Proposed Rule"
April 6, 2004 (69 FR 18165)

EPA proposed changes to drinking water analysis and monitoring. These changes include proposal of vendor-developed methods, new EPA and VCSB methods, and updated VCSB methods. The addition of new and updated methods to the wastewater and drinking water regulations will provide increased flexibility to the regulated community and laboratories in the selection of analytical methods. Finally, EPA solicited comment on the guidance document *EPA Microbiological Alternate Test Procedure (ATP) Protocol for Drinking Water, Ambient Water, and Wastewater Monitoring Methods.*

"National Primary Drinking Water Regulations: Analytical Method for Uranium"
June 2, 2004 (69 FR 31068)

EPA proposed to approve the use of three additional analytical methods for compliance determinations of uranium in drinking water. Each of these methods use an inductively coupled plasma mass spectrometry (ICP-MS) technology that has gained wide acceptance in the analytical community. EPA believes that ICP-MS analytical methods could be more cost-effective, less labor-intensive or more sensitive than some of the technologies previously approved in the December 2000 Radionuclides final rule (65 FR 76708). This proposed rule does not withdraw approval of any previously approved monitoring methods for uranium.

In the same Federal Register, EPA approved National Primary Drinking Water Regulations: Analytical Method for Uranium as a direct final rule without prior proposal because the agency viewed this as a noncontroversial rulemaking and anticipated no adverse comment. If EPA does not receive adverse comment on the direct final, no further action would be taken on this proposed rule.

NOTICES

"Notice of Tentative Approval and Solicitation of Request for a Public Hearing for Public Water System Supervision Program Revisions for the State of West Virginia"
October 6, 2003 (68 FR 57692)

EPA announced that the State of West Virginia is revising its approved Public Water System Supervision Program. West Virginia has amended its Public Notification Rule and its Lead and Copper Rule to streamline requirements and reduce monitoring and reporting requirements. EPA has determined that these revisions are no less stringent than the corresponding federal regulations. Therefore, EPA has decided to tentatively approve these program revisions. Comments or a request for a public hearing must be submitted by November 5, 2003.

"National Primary Drinking Water Regulations: Long Term 2 Enhanced Surface Water Treatment Rule; Extension of Comment Period"
October 8, 2003 (68 FR 58057)

EPA extended by 60 days the public comment period for the proposed Long Term 2 Enhanced Surface Water Treatment Rule, which was published in the Federal Register on August 11, 2003 (68 FR 47640). This extended comment period will afford greater opportunity to all interested parties to review and submit comments on the proposal. Comments must be received on or before January 9, 2004.

"National Primary Drinking Water Regulations: Stage 2 Disinfectants and Disinfection Byproducts Rule; National Primary and Secondary Drinking Water Regulations: Approval of Analytical Methods for Chemical Contaminants; Extension of Comment Period"
October 8, 2003 (68 FR 58057)

EPA extended by 60 days the public comment period for the proposed Stage 2 Disinfectants and Disinfection Byproducts Rule, which was published in the Federal Register on August 18, 2003 (68 FR 49548). This extended comment period will afford greater opportunity to all interested parties to review and submit comments on the proposal. Comments must be received on or before January 16, 2004.

"Agency Information Collection Activities OMB Responses"
October 31, 2003 (68 FR 62068)

This document announced the Office of Management and Budget's (OMB) responses to Agency clearance requests, in compliance with the Paperwork Reduction Act (44 U.S.C. 3501 et seq.). Specifically, the

Information Collection Request (ICR), EPA ICR No. 1896.04, "Disinfectants/Disinfection by-Products, Chemical and Radionuclides Rules: Lead and Copper Rule Amendment," was approved October 17, 2003. This ICR, OMB Number 2040-0204, expires December 31, 2004. In addition, on September 30, 2003, OMB extended the expiration date of EPA ICR No. 1912.01, "National Primary Drinking Water Regulation for Lead and Copper (Final Rule)." The expiration date for this ICR, OMB Number 2040-0210, was extended through December 31, 2003. Finally, on October 17, 2003, OMB changed the expiration date of EPA ICR No. 1912.01, "National Primary Drinking Water Regulation for Lead and Copper (Final Rule)," OMB Number 2040-0210, to October 31, 2003.

"Notice of Request for Initial Proposals (IP) for Projects To Be Funded From the Public Water Supply Supervision Program (CFDA66.424 – Surveys, Studies, Demonstrations and Special Purpose Grants – Section 1442 of the Safe Drinking Water Act)"
November 13, 2003 (68 FR 6431)

EPA Region 6 is soliciting proposals for federal assistance for Native American water system operation and management training, and technical assistance projects. Proposals are being solicited from tribes, universities, non-profits and other entities defined by the Safe Drinking Water Act interested in applying for this federal assistance. These projects are used to develop, expand, or implement programs designed to provide hands-on technical assistance in the operational and managerial aspects of managing drinking water facilities. EPA will consider all proposals received on or before 12 p.m. midnight Central Standard Time December 29, 2003.

"Underground Injection Control Program: Hazardous Waste Injection Restrictions; Petition for Exemption--Class I Hazardous Waste Injection, Rubicon, Inc."
November 21, 2003 (68 FR 65713)

EPA provided notice that an exemption to the land disposal restrictions under the 1984 Hazardous and Solid Waste Amendments to the Resource Conservation and Recovery Act has been granted to Rubicon, Inc., for five Class I injection wells located in Geismar, Louisiana. As required by 40 CFR Part 148, the company has adequately demonstrated to the satisfaction of the Environmental Protection Agency by petition and supporting documentation that, to a reasonable degree of certainty, there will be no migration of hazardous constituents from the injection zone for as long as the waste remains hazardous. This decision constitutes final Agency action and there is no administrative appeal.

"Science Advisory Board Staff Office: Notification of Multiple Upcoming Meetings"
November 25, 2003 (68 FR 66095)

EPA's Science Advisory Board (SAB) Staff Office announced that the SAB Drinking Water Committee will be meeting with the Office of Water and the Office of Research and Development, on December 10, 2002 from 9 a.m. to 12:30 p.m.

"Public Water Supervision Program Revision for the State of West Virginia"
November 26, 2003 (68 FR 66433)

EPA announced that the State of West Virginia has revised its approved Public Water System Supervision Program. West Virginia has adopted a Filter Backwash Recycling Rule to require water systems to institute changes to return recycle flows of a plant's treatment process that may compromise pathogen treatment. EPA has determined that these revisions are not less stringent than the corresponding federal regulations. Therefore, EPA has decided to tentatively approve these program revisions. Comments or requests for a public hearing must be submitted by December 26, 2003.

"Notice of Tentative Approval and Solicitation of Request for a Public Hearing for Public Water System Supervision Program Revisions for the State of Maryland"
December 9, 2003 (68 FR 68625)

EPA gave notice of tentative approval that the State of Maryland has revised its Public Water Supervision Program by adopting revisions to the Public Notification Rule as well as minor revisions to the Lead and Copper Rule. If no hearing request or comments are received by January 8, 2004, the determination will become effective.

"Fall 2003 Regulatory Agenda"
December 22, 2003 (68 FR 73540)

EPA published the Semiannual Regulatory Agenda to update the public about regulations and major policies currently under development; reviews of existing regulations and major policies; and regulations and major policies completed or canceled since the last agenda.

"Notice of Finalization of Revised Policy Regarding the Applicability of the Safe Drinking Water Act to Submetered Properties"
December 23, 2003 (68 FR 74233)

EPA finalized a memorandum that outlined its revised policy regarding regulatory requirements under the Safe Drinking Water Act (SDWA) for submetered properties. Under SDWA section 1411, the national primary drinking water regulations apply to public water systems (PWS) that have their own water source, treat, or "sell" water.

EPA staff and program managers have previously issued memoranda stating that any building or property owner who meets the definition of a PWS and receives water from a regulated public water system, but bills tenants separately for this water, is "selling" the water and therefore is independently subject to the SDWA's drinking water requirements. As a way to promote full cost and conservation pricing to achieve water conservation, EPA is changing its interpretation of section 1411 as it applies to submetered properties. EPA believes that the addition of a submeter should not in any way change the quality of water provided to customers on these properties. In general, the scope of this policy is not intended to extend where the property in question has a large distribution system, serves a large population or serves a mixed (e.g., commercial/residential) population (e.g., many military installations/facilities or large mobile home parks).

"Notice of Public Meetings of the Drinking Water Contaminant Candidate List Classification Process Work Group of the National Drinking Water Advisory Council"
December 31, 2003 (68 FR 75503)

Notice was provided of the forthcoming meetings of the Drinking Water Contaminant Candidate List (CCL) Classification Process Work Group of the National Drinking Water Advisory Council (NDWAC), established under the Safe Drinking Water Act. The dates for the NDWAC CCL Work Group meetings will be as follows: January 22-23, 2004, and March 4-5, 2004. All meetings will be held from 9 AM-5 PM, Eastern Time on the first day, and 8 AM-3:30 PM, Eastern Time on the second day. All meetings of the CCL Work Group will be held at RESOLVE Inc., 1255 23rd Street, NW, Suite 275, Washington, DC.

"Notice of Availability: The Feasibility of Performing Cumulative Risk Assessments for Mixtures of Disinfection By-Products in Drinking Water"
January 7, 2004 (69 FR 919)

EPA announced the availability of a final report entitled, *The Feasibility of Performing Cumulative Risk Assessments for Mixtures of Disinfection By-Products in Drinking Water*, EPA600-R-03-051F, which was prepared by EPA's National Center for Environmental Assessment of the Office of Research and Development.

"Notice of Tentative Approval for the Public Water Supply Supervision Program Revision for the State of New Jersey"
January 27, 2004 (69 FR 3917)

EPA announced that New Jersey has revised the Public Water Supervision Program to adopt revisions to the Lead and Copper Rule, the Public Notification Rule, the Radionuclide Rule, the Stage 1 Disinfectants and Disinfection Byproducts Rule, the Interim Enhanced Surface Water Treatment Rule, the Filter Backwash Rule and the Long Term 1 Enhanced Surface Water Treatment Rule. If no hearing requests or comments are received by February 26, 2004, the determination will become effective.

"Notice of a Teleconference Meeting of the National Drinking Water Advisory Council: Conference Call to Continue Discussion of the Formation of a Water Security Working Group"
January 30, 2004 (69 FR 4514)

EPA announced a teleconference meeting to continue discussion on formation of a Water Security Working Group of the National Drinking Water Advisory Council. The conference call will take place at 11 a.m., Eastern Time on February 10, 2004.

"Notice of Availability for FY 04 Enforcement and Compliance Assurance Multi-Media Assistance Agreements"
February 18, 2004 (69 FR 7628)

The Office of Compliance, within EPA's Office of Enforcement and Compliance Assurance, is soliciting proposals for states and tribes to support their on-going efforts in state/tribal data system modernization. In particular, the grants will fund technical assistance and technical expertise for states/tribes to ensure that they will be able to accurately transmit water enforcement and compliance data to EPA. Grants will be in the range of $50,000 – $200,000. The total number and amount of the awards will depend on the amount of funds available. Electronic or hard copy proposals must be received by April 12, 2004.

"Revision to the Texas Underground Injection Control Program Approved Under Section 1422 of the Safe Drinking Water Act and Administered by the Texas Commission on Environmental Quality"
February 25, 2004 (69 FR 8565)

EPA is amending the Code of Federal Regulations and incorporating by reference the revised Underground Injection Control Program for the Texas Commission on Environmental Quality. The state submitted changes to the UIC program to EPA for review. EPA is approving and codifying these changes. The effective date for this action is March 26, 2004.

"Revision to the Texas Underground Injection Control Program Approved Under Section 1422 of the Safe Drinking Water Act and Administered by the Railroad Commission of Texas"
February 26, 2004 (69 FR 8824)

EPA is amending the Code of Federal Regulations and incorporating by reference the revised Underground Injection Control Program for Brine Mining Wells implemented by the Railroad Commission of Texas. The effective date for this action is March 29, 2004.

"National Drinking Water Advisory Council: Request for Water Security Working Group Nominations"
February 27, 2004 (69 FR 9312)

EPA announced the formation of the Water Security Working Group of the National Drinking Water Advisory Council and solicited all interested persons to nominate qualified individuals to serve a one-year term. Nominations should be submitted on or before March 29, 2004.

"Notice of Tentative Approval and Solicitation of Request for a Public Hearing for Public Water System Supervision Program Revision for the State of Delaware"
March 3, 2004 (69 FR 10043)

The Delaware statute has been amended to clarify the authority of Delaware Health and Social Services to impose administrative penalties on systems of all sizes. This resolves a question regarding the Department's authority to impose administrative penalties on systems serving less than 500 service connections. Delaware has adopted a Radionuclides Rule, a Filter Backwash Recycling Rule, a Consumer Confidence Report Rule, and a Public Notification Rule. The state has agreed to a schedule to correct several minor errors in its Radionuclides Rule submission. EPA has determined that these revisions are no less stringent than the corresponding federal regulations. Therefore, EPA has decided to tentatively approve these program revisions.

"Notice of Tentative Approval and Solicitation of Request for a Public Hearing for Public Water System Supervision Program Revisions for the State of Delaware"
March 11, 2004 (69 FR 11623)

Delaware has adopted the Arsenic Rule that requires community and non-transient non-community water systems to comply with the revised arsenic drinking water standard that established the maximum contamination level (MCL) standard at 10 parts per billion. The arsenic drinking water standard is expressed as 0.010 mg/L. EPA has determined that these revisions, all effective September 19, 2003, are no less stringent than the corresponding federal regulations. Therefore, EPA has decided to tentatively approve these program revisions. All interested parties are invited to submit written comments on this determination and may request a public hearing.

"Agency Information Collection Activities: Proposed Collection; Comment Request; Annual Public Water Systems Compliance Report"
March 16, 2004 (69 FR 12323)

EPA announced continuing submittal of an Information Collection Request. Section 1414 (c)(3)(A) of the Safe Drinking Water Act requires that each state that has primary enforcement authority under the Act shall prepare, make readily available to the public, and submit to the Administrator of EPA, an annual report of violations of national primary drinking water regulations in the state. The states' reports are to include violations of maximum contaminant levels, treatment requirements, variances and exemptions, and monitoring requirements determined to be significant by the Administrator after consultation with the states. Section 1414(c)(3)(B) of the Safe Drinking Water Act requires EPA to prepare and make available to the public an annual report that summarizes and evaluates the reports submitted by the states pursuant to section 1414(c)(3)(A). EPA's annual national report must also provide specified information about implementation of the public water system supervision system on Indian reservations and make recommendations concerning the resources necessary to improve compliance with the Safe Drinking Water Act.

"Notice of Tentative Approval and Solicitation of Request for a Public Hearing for Public Water System Supervision Program Revisions for the State of Maryland"
March 17, 2004 (69 FR 12693)

EPA has decided to tentatively approve the program revisions the State of Maryland is making to its approved Public Water System Supervision Program. Maryland has adopted the Arsenic Rule, the Interim Enhanced Surface Water Treatment Rule, the Stage 1 Disinfectants and Disinfection Byproducts Rule, the Filter Backwash Recycling Rule, and the Radionuclides Rule. EPA has determined that these revisions, all effective September 1, 2003, are no less stringent than the corresponding federal regulations.

"Drinking Water Contaminant Candidate List 2; Notice"
April 2, 2004 (69 FR 17408)

EPA has announced a preliminary decision to carry over the remaining 51 contaminants on the 1998 Contaminant Candidate List (CCL) to the draft CCL 2 and requested

comment on CCL-related activities to improve the drinking water contaminant listing process. The draft CCL 2 includes 42 chemicals or chemical groups and nine microbiological contaminants. The Agency's approach to the draft CCL 2 is to continue using the remaining contaminants on the 1998 CCL for prioritizing research and making regulatory determinations while working with the National Drinking Water Advisory Council and stakeholders to complete a review of the National Research Council recommendations for developing a more comprehensive and transparent CCL listing process. EPA seeks comment on the range of CCL issues and activities addressed in this notice.

"State of Alabama, Underground Injection Control Program Revision; Proposed Response to Court Remand"
April 8, 2004 (69 FR 18478)

The Environmental Protection Agency requested public comment on its proposed response to the Eleventh Circuit Court of Appeals' remand in Legal Environmental Assistance Foundation, Inc., v. United States Environmental Protection Agency, 276 F.3d 1253 (11th Cir. 2001) (hereinafter LEAF II). The remand directed EPA to determine whether Alabama's revised underground injection control (UIC) program covering hydraulic fracturing of coal bed seams to recover methane gas complies with the requirements for Class II wells. EPA has preliminarily determined that the hydraulic fracturing portion of the State's UIC program relating to coal bed methane production, which was approved under section 1425 of the Safe Drinking Water Act, complies with the requirements for Class II wells within the context of section 1425's approval criteria.

"Notice of Availability: Tribal Drinking Water Operator Certification Program Draft Final Guidelines"
April 19, 2004 (69 FR 20874)

EPA announced the availability of the Tribal Drinking Water Operator Certification Program Draft Final Guidelines (Draft Final Guidelines). The Safe Drinking Water Act Amendments of 1996 directed EPA, in cooperation with the states, to develop guidelines specifying minimum standards for certification and recertification of operators of state community and non-transient non-community public water systems. The requirements pertaining to states do not apply to tribes; however, since having a certified operator is a key factor in public health protection, EPA has developed a voluntary Tribal Drinking Water Operator Certification Program. This program is intended to protect public health by providing operators of drinking water systems in Indian country with additional opportunities to become trained and certified, by developing baseline standards for non-state organizations certifying operators of systems in Indian country, and by establishing a consistent method of assessing, tracking, and addressing certification and training needs of those operators.

"Public Water System Supervision Program Revision for the State of North Carolina"
April 20, 2004 (69 FR 21098)

EPA gave notice that the State of North Carolina is revising its approved Public Water System Supervision Program. North Carolina has adopted drinking water regulations for Minor Revisions to the Lead and Copper Rule, the Arsenic Rule, the Radionuclides Rule and the Filter Backwash Recycling Rule. EPA has determined that these revisions are no less stringent than the corresponding federal regulations. Therefore, EPA tentatively decided to approve this state's program revision.

"Public Water Supply Supervision Program Revision for the Commonwealth of Puerto Rico"
April 22, 2004 (69 FR 21831)

EPA gave notice of a determination to approve an application by the Commonwealth of Puerto Rico to revise its Public Water Supply Supervision Primacy Program to incorporate regulations no less stringent than EPA's National Primary Drinking Water Regulations for the following: Public Notification Rule; Final Rule, promulgated by EPA on May 4, 2000 (65 FR 25982), the Public Notification Rule; Final Rule; technical correction, promulgated by EPA June 21, 2000 (65 FR 38629), Public Notification; Final Rule; technical correction, promulgated by EPA June 30, 2000 (65 FR 40520), and Radionuclides; Final Rule, promulgated by EPA on December 7, 2000 (65 FR 76709).

"Lead and Copper Rule; Expert Panel Workshops on Simultaneous Compliance and Monitoring Protocols"
April 23, 2004 (69 FR 21958)

EPA gave notice that the Agency is convening two expert panel workshops to discuss issues associated with the Lead and Copper Rule (LCR). The first of these workshops, Simultaneous Compliance and the Lead and Copper Rule, will discuss how utilities manage treatment decisions to ensure simultaneous compliance with the LCR and National Primary Drinking Water Regulations. The second workshop, LCR Monitoring Protocols, will examine and discuss potential issues associated with the current LCR sampling and monitoring requirements for lead, copper, and water quality parameters.

"Meeting of the National Drinking Water Advisory Council"
April 26, 2004 (69 FR 22511)

Notice was given of the forthcoming meeting of the National Drinking Water Advisory Council (NDWAC or Council) on May 18, 2004. The Council was established under the Safe Drinking Water Act (SDWA), as amended, to provide practical and independent advice, consultation and recommendations to the Agency on the activities, functions and policies related to the implementation of the SDWA. The Council will hear presentations and have discussions on topics important to the Environmental Protection Agency's national drinking water program, including, but not limited to: updates and current issues related to regulatory activities, program implementation concerns, critical water infrastructure protection activities, and status reports on NDWAC workgroups including a report from the Contaminant Candidate List Work Group.

"Public Water System Supervision Program Revision for the State of Arkansas"
May 4, 2004 (69 FR 24598)

EPA gave notice that the State of Arkansas is revising its approved Public Water System Supervision Program. Arkansas has adopted the Long Term 1 Enhanced Surface Water Treatment Rule drinking water regulations. EPA has determined that these revisions are no less stringent than the corresponding federal regulations. Therefore, EPA intends to approve this state's program revision.

"Public Water System Supervision Program Revised for the State of South Carolina"
June 8, 2004 (69 FR 31998)

EPA gave notice of tentative approval for the State of South Carolina's revisions to the approved Public Water System Supervision Program. South Carolina has adopted drinking water regulations for the Radionuclide, Arsenic, and Long Term 1 Enhanced Surface Water Treatment Rules. EPA has determined that these revisions meet all minimum federal requirements, and are no less stringent than the corresponding federal regulations.

"National Drinking Water Advisory Council; Request for Nominations"
June 21, 2004 (69 FR 34347)

EPA sought nominations of qualified individuals to serve a three-year term as members of the National Drinking Water Advisory Council (NDWAC). NDWAC provides advice, consultation, and recommendations to the Agency on the activities and policies related to implementation of the Safe Drinking Water Act.

"Public Water System Supervision Program Revision for the State of North Carolina"
June 30, 2004 (69 FR 39480)

EPA gave notice of tentative approval for revisions to the State of North Carolina's Public Water System Supervision Program. North Carolina has adopted drinking water regulations for the Interim Enhanced Surface Water Treatment Rule and Stage 1 Disinfectant/ Disinfection Byproducts Rule no less stringent than federal regulations.

"Lead and Copper Rule: Expert Panel Workshop on Public Education and Risk Communication"
August 10, 2004 (69 FR 48491)

The Agency announced an expert panel workshop, held in Philadelphia, PA on September 14 and 15, 2004, to discuss issues associated with the Lead and Copper Rule (LCR). The workshop discussed the public education requirements under the LCR and how to effectively communicate risk to customers in a variety of situations.

"Notice of Tentative Approval and Solicitation of Request for a Public Hearing for Public Water System Supervision Program Revision for the State of West Virginia"
August 11, 2004 (69 FR 48873)

EPA gave notice that the State of West Virginia is revising its approved Public Water System Supervision Program. West Virginia has adopted the Long Term 1 Enhanced Surface Water Treatment Rule to improve control of microbial pathogens in drinking water, including specifically the protozoan *Cryptosporidium*. EPA has determined that these revisions are no less stringent than the corresponding federal regulations and announced tentative approval of these program revisions.

"National Drinking Water Advisory Council's Water Security Working Group Meeting Announcement"
August 18, 2004 (69 FR 51284)

EPA announced a meeting of the Water Security Working Group (WSWG) of the National Drinking Water Advisory Council (NDWAC) in Seattle, Washington. The purpose of this meeting is to provide an opportunity for the WSWG members to finalize the working group ground rules, operating procedures, and project plan; to discuss coordination with other on-going efforts; and to begin deliberation on an approach to complete the WSWG charge. The WSWG members are meeting to analyze relevant issues and facts pursuant to the charge to develop recommendations for best security practices and policies for drinking water and wastewater facilities for NDWAC's consideration.

"Notice of Tentative Approval and Solicitation of Request for a Public Hearing for Public Water System Supervision Program Revision for the Commonwealth of Virginia"
August 24, 2004 (69 FR 52009)

EPA gave notice of tentative approval of the Commonwealth of Virginia's revisions to its approved Public Water System Supervision Program. The Virginia Department of Health (VDH) has adopted the Lead and Copper Rule Minor Revisions to streamline and reduce reporting burden, a Public Notification Rule for public water systems to notify their customers when they violate EPA or Commonwealth drinking water standards, a Radionuclides Rule to establish a new maximum contaminant level for uranium and revised monitoring requirements, and a Filter Backwash Recycling Rule. EPA has determined that these revisions are no less stringent than the corresponding federal regulations aside from one omission in the Commonwealth's Public Notification Rule of a procedural requirement found in 40 CFR Part 141. The regulations at 40 CFR 141.201(c)(2) provides that when a public water system has a violation in a portion of the distribution system that is physically or hydraulically isolated from other parts of the distribution system, the state may allow the system to limit distribution of the public notice to only persons served by that portion of the system which is out of compliance. When Virginia approves this type of limited distribution, it must give its permission in writing. However, VDH did not include the in writing requirement in its rules. VDH has agreed to correct this omission and add this requirement in an upcoming revision of its regulations. During the interim, it has agreed that all of its field offices will put such approvals in writing.

"Public Water System Supervision Program Revision for the State of Colorado, Notice of Approval"
September 17, 2004 (69 FR 56066)

EPA announced approval of revisions to the State of Colorado Public Water System Supervision (PWSS) Primacy Program. Colorado is adopting regulations for the Long Term 1 Enhanced Surface Water Treatment Rule (LT1), the Filter Backwash Recycling Rule (FBRR), the Lead and Copper Rule Minor Revisions (LCRMR), and the Arsenic MCL Clarifications and updates to analytical methods that correspond to 40 CFR Parts 141 and 142. EPA determined that these revisions meet all pertinent requirements in the Safe Drinking Water Act, 42 U.S.C. 300f et seq., and EPA's implementing regulations at 40 CFR Parts 141 and 142.

Hotline Annual Statistics

Annual Summary of Hotline Service

Total number of calls answered	15,488
Total number of emails received	2,574
Average wait time (in seconds)	36
Percent of calls satisfied immediately	99.9%
Percent of all calls answered in < 1 min	85.7%
Percent of callbacks answered in 5 days	100%
Percent of e-mails answered in 5 days	99.3%
Number of times callers were transferred to the WSC Wellcare Hotline	3,540
Number of times callers listened to recorded message about CCRs	3,519
Number of times callers listened to recorded message about local drinking water quality for PWS customers	3,240
Number of times callers listened to recorded message about tap water testing and quality for household well owners	1,992
Number of times callers listened to recorded message about tap water testing for PWS customers	3,908

Comparison to Previous Year

	Calls	E-mails
FY04	15,488	2,574
FY03	21,602	3,304

Top Ten Referrals

Inquiry Referred to:	Number of Referrals	Percent of Total* Referrals
1. Local Water System	2,368	17
2. EPA Internet	2,057	15
3. State Lab Certification	1,985	14
4. State PWSS	1,814	13
5. NSF/WQA/UL	1,146	8
6. AGWT/WSC	643	5
7. Local Public Health	495	4
8. Combined Regions	478	3
9. Other Hotlines	610	3
10. FDA/IBWA	609	3

**13,721 total referrals to other resources, agencies, and organizations were provided by the Hotline in FY 2004.*

Customer Profiles

Customer	Calls	E-mails
Analytical Laboratories	184	36
Citizen - Private Well	1,155	379
Citizen - PWS	9,490	945
Consultants/Industry/Trade (DW)	819	80
Consultants/Industry/Trade (Other)	770	357
Environmental Groups	23	13
EPA	162	18
Other Federal Agency	94	45
Government, Local	133	45
Government, State	267	71
Government, Tribal	16	8
Spanish Speaking	73	1
International	40	145
Media	42	8
Medical Professional	72	5
Public Water System	1,139	136
Schools/University	370	275
Other	639	7
TOTALS	**15,488**	**2,574**

Monthly Call Data

	Total Calls Answered	Average Wait Time mm:sec
October 2003	1,153	00:32
November 2003	913	00:28
December 2003	932	00:31
January 2004	873	00:36
February 2004	1,048	00:46
March 2004	1,332	00:47
April 2004	1,234	00:39
May 2004	1,369	00:45
June 2004	2,292	00:41
July 2004	1,909	00:25
August 2004	1,345	00:28
September 2004	1,088	00:35
Total	**15,488**	**00:36**

Hotline Statistics

Topic Categories

Category	Calls	E-mails
Microbials/Disinfection Byproducts		
Chlorine	214	35
Coliforms	751	62
Cryptosporidium	531	6
Disinfection/Disinfection Byproducts (Other)	241	27
Disinfection – Home Water	130	19
Other Microbials	239	11
Storage – Home Water	29	10
Surface Water Treatment (SWTR, ESWTR, LT1FBR)	291	42
Trihalomethane (THM)	96	10
Inorganic Chemicals (IOC)/Synthetic Organic Chemicals (SOC)		
Arsenic	224	46
Fluoride	139	31
Methyl-*tertiary*-butyl-ether (MTBE)	88	8
Perchlorate	57	18
Phase I, II & V	180	36
Sodium Monitoring	28	5
Sulfate	18	1
Lead and Copper		
Copper	172	6
Lead	1,457	78
Lead Contamination Control Act (LCCA)/Lead Ban	77	11
Radionuclides		
Radionuclides (Other)	221	44
Radionuclides (Radon)	404	45
Secondary DW Regulations		
Secondary DW Regulations	419	54
SDWA Background/Overview		
Definitions & Applicability	223	46
MCL List	797	135
Other Background	406	149
SDWA	678	28
Water on Tap	64	20
Other DW Regulations		
Analytical Methods (DW)	245	78
Contaminant Candidate List/ Drinking Water Priority List	45	4
Consumer Confidence Report (DW)	2,001	53
DW Primacy (PWS)	47	0
Operator (PWS) Certification	37	16
Other Drinking Water Security	394	99
Public Notification (PWS)	602	20
Security Planning Grants	51	7
State Revolving Fund (DW)	27	24
Unregulated Contaminant Monitoring Rule (UCMR)	224	5
Other Drinking Water		
Additives Program	65	23
Bottled Water	573	65
Complaints about PWS	754	140
Compliance & Enforcement (PWS)	225	89
Home Water Treatment Units	952	154
Infrastructure/Cap. Development	102	18
Local DW Quality	3,120	348
Tap Water Testing	2,342	159
Treatment/BATs (DW)	102	42
Drinking Water Source Protection		
Ground Water Rule	54	16
Sole Source Aquifer	5	3
Source Water/Wellhead Protect.	156	69
UIC Program	124	27
Out of Purview		
Household Wells	785	277
Non-Environmental	266	83
Non-EPA Environmental	343	192
Other EPA (Programs)	588	204
TOTALS	**22,403**	**3,198**

Addendum:
Fiscal Year 2004
Fourth Quarter Statistics

Hotline Fourth Quarter FY 2004 Statistics

Top Ten Topics

Topic	Questions (phone & e-mail)	Percent of Total* Questions
Local Drinking Water Quality	1,352	16
Tap Water Testing	776**	9
Consumer Confidence Reports	755	9
Lead	454	5
Home Water Treatment Units	358	4
MCL List	323	4
Complaints About PWSs	322	4
Household Wells	313	4
Safe Drinking Water Act	309	4
Coliforms	299	4

**A total of 8,312 questions were answered by the Hotline (via telephone and e-mail) in the 4th Quarter of FY 2004.*

***Citizens who obtain their drinking water from private household wells asked 16 percent of the tap water testing questions.*

Calls	E-mails	Total***
4,342	493	4,835

**** A single call or e-mail may generate multiple questions.*

Quarterly Summary of Hotline Service

Total number of calls answered	4,342
Total number of e-mails received	493
Average wait time (in seconds)	0:28
Percent of calls satisfied immediately	99.9%
Percent of all calls answered in < 1 min	88.2%
Percent of callbacks answered in 5 days	100%
Percent of e-mails answered in 5 days	96.3%
Number of times callers were transferred to the WSC Wellcare Hotline	1,042
Number of times callers listened to recorded message about CCRs	1,083
Number of times callers listened to recorded message about local drinking water quality for PWS customers	979
Number of times callers listened to recorded message about tap water testing and quality for household well owners	562
Number of times callers listened to recorded message about tap water testing for PWS customers	1,020

Comparison to Previous Year

	Calls	E-mails
4th Quarter FY 2004	4,342	493
4th Quarter FY 2003	5,434	717

Top Ten Referrals

Inquiry Referred to:	Number of Referrals	Percent of Total* Referrals
1. Local Water System	800	21
2. State Lab Certification	577	15
3. EPA Internet	529	14
4. State PWSS	514	14
5. NSF/WQA/UL	341	9
6. Local Public Health	152	4
7. AGWT/WSC	126	3
8. Other	117	3
9. FDA/IBWA	110	3
10. Other Hotlines	94	3

**A total of 3,739 referrals to other resources, agencies, and organizations were provided by the Hotline in the 4th Quarter of FY 2004.*

Hotline Statistics

Customer Profiles

Customer	Calls	E-mails
Analytical Laboratories	27	8
Citizen - Private Well	304	76
Citizen - PWS	3,016	191
Consultants/Industry/Trade (DW)	181	15
Consultants/Industry/Trade (Other)	130	74
Environmental Groups	3	0
EPA	34	1
Other Federal Agency	18	8
Government, Local	41	10
Government, State	56	18
Government, Tribal	1	2
Spanish Speaking	29	0
International	5	24
Media	15	2
Medical Professional	22	1
Public Water System	182	18
Schools/University	69	43
Other	209	2
TOTALS	**4,342**	**493**

Topic Categories

Category	Calls	E-mails
Microbials/Disinfection Byproducts		
Chlorine	62	3
Coliforms	289	10
Cryptosporidium	236	1
Disinfection/Disinfection Byproducts (Other)	67	10
Disinfection – Home Water	48	4
Other Microbials	114	2
Storage – Home Water	7	4
Surface Water Treatment (SWTR, ESWTR, LT1FBR)	52	5
Trihalomethane (THM)	32	1
Inorganic Chemicals (IOC)/Synthetic Organic Chemicals (SOC)		
Arsenic	67	12
Fluoride	50	12
Methyl-*tertiary*-butyl-ether (MTBE)	27	1
Perchlorate	24	4
Phase I, II & V	44	8
Sodium Monitoring	9	1
Sulfate	10	0
Lead and Copper		
Copper	57	0
Lead	443	15
Lead Contamination Control Act (LCCA)/Lead Ban	33	2
Radionuclides		
Radionuclides (Other)	84	9
Radionuclides (Radon)	136	10
Secondary DW Regulations		
Secondary DW Regulations	145	15
SDWA Background/Overview		
Definitions & Applicability	71	8
MCL List	295	28
Other Background	101	24
SDWA	303	6
Water on Tap	2	1
Other DW Regulations		
Analytical Methods (DW)	73	16
Contaminant Candidate List/ Drinking Water Priority List	17	1
Consumer Confidence Report (DW)	745	10
DW Primacy (PWS)	35	0
Operator (PWS) Certification	13	1
Other Drinking Water Security	42	10
Public Notification (PWS)	260	6
Security Planning Grants	3	5
State Revolving Fund (DW)	3	4
Unregulated Contaminant Monitoring Rule (UCMR)	45	0
Other Drinking Water		
Additives Program	27	5
Bottled Water	192	13
Complaints about PWS	298	24
Compliance & Enforcement (PWS)	63	8
Home Water Treatment Units	328	30
Infrastructure/Cap. Development	31	6
Local DW Quality	1,290	62
Tap Water Testing	746	30
Treatment/BATs (DW)	28	8
Drinking Water Source Protection		
Ground Water Rule	12	2
Sole Source Aquifer	2	0
Source Water/Wellhead Protection	31	9
UIC Program	32	5
Out of Purview		
Household Wells	250	63
Non-Environmental	80	9
Non-EPA Environmental	92	33
Other EPA (Programs)	161	49
TOTALS	**7,707**	**605**